WebEOC® Town Square™

User's Manual

Version 1.0

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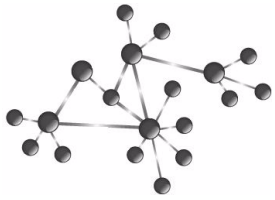
Chapter 1: WebEOC Town Square Overview



Introduction

WebEOC® *Town Square*™ is Crisis Information Management Software (CIMS) designed specifically for local emergency managers throughout the U.S. who want WebEOC power and reliability, but are limited by staff and budget. *Town Square* offers many of the same features and benefits as the industry-leading product WebEOC® *Professional*, which has been used successfully since 1996 by many federal agencies, corporations and other organizations, to manage a myriad of incidents and special events.

Town Square includes a set status boards, a NIMS Incident Action Planning (IAP) tool, and ICS and FEMA forms. It also includes WebEOC® *Mapper Lite*, a quick and easy mapping tool, and WebEOC® *MapTac*™, a briefing tool that allows users to publish, annotate, and share a map, dispersion model, or digital photo with other users.

With *Town Square*, crisis information is immediately and universally available to authorized users everywhere. *Town Square* gives local emergency managers and first responders the ability to manage incidents and special events via the Internet from anywhere- inside the EOC, your home, office, or at an event.

The design of *Town Square* is based on the following tenets of crisis information management systems. CIMS should:

- Be affordable.
- Be user-friendly.
- Be easy to maintain by existing EMA or EOC staff with access to the vendor's technical support.
- Be easy to configure.
- Allow for remote access by authorized users located outside the local area network (LAN).
- Comply with the provisions for the National Incident Management System (NIMS).
- Support users who implement both the Incident Command System (ICS) and Emergency Support Functions (ESF) structure.
- Integrate with other systems such as mapping.
- Operate within a variety of network configurations.
- Have a wide range of features consistent with the four phases of emergency management.

Audience and Purpose

Audience

People who use *Town Square* are classified as either users or administrators. This manual is written for users.

People who setup users and configure *Town Square* in accordance with an agency's unique needs are administrators. Administrators should refer to the WebEOC® *Town Square™ 1.0 Administrator's Manual*.

Purpose

This manual provides you detailed instructions and the knowledge that you will need to operate *Town Square*. Because *Town Square* is a tool that provides levels of access that can be tailored to meet the unique needs of individual users and organizations, some of the *Town Square* features covered in this manual may not be available to all users. See your administrator for questions about a specific feature or capability.

Built-in Process

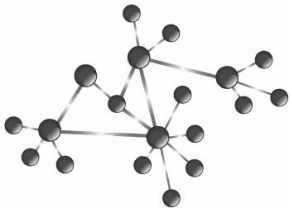
The information process flow in *Town Square* allows users to post data directly to boards. This design is based on the ICS organizational structure (Command, Operations, Logistics, Planning, and Finance).

Time Conventions

Town Square stamps all entries with a time and date. It also tracks and displays who entered the information.

Entries appear in boards in the order in which they are entered into the system. For example, if a telephonic report is received at 10 p.m. and is entered into *Town Square* at 10:01 p.m., the system time stamp will be 10:01 p.m.

Chapter 2: Getting Started



Introduction

The WebEOC® *Town Square*™ interface empowers users to easily log in, access boards, enter and update information, keep track of critical tasks, and review the latest event information.

Detailed instructions are provided on the following topics in this chapter.

- Self-registration Requirements
- Logging in to *Town Square*
- *Control Panel* Overview

Self-registration Requirements

The self-registration feature in *Town Square* allows first-time users to create their own accounts using the position names and position access codes (PAC) provided by their administrator.

If you occupy multiple EOC positions and self-registration is enabled, you can self-register for each position for which you qualify. After you have completed self-registration, you can log in to your account.

To complete self-registration, you will need your agency's *Town Square* address or URL, the name of the position you will be assigned to, and the position access code (PAC). If your administrator has not given you these items, you will not be able to create a *Town Square* user account.

A PAC is a position-specific code that your administrator generates in *Town Square*. The PAC your administrator gives you can only be used for the position you are assigned to. This is an example of a PAC: R$e9oP5!.

You must be able to access *Town Square* in order to register for a user account and log in.

Town Square is accessed using a Web browser over your organization's intranet, or over the Internet, depending on your network's infrastructure. The first time you access *Town Square*, you will need to type the URL of your *Town Square* into the *Address* field of your browser. If you do not know the URL, contact your *Town Square* administrator.

We recommend you create a bookmark, or add a shortcut on your desktop, for your *Town Square* address in order to access the site easily.

Before using Mozilla® Firefox® or Apple® Safari® to access *Town Square*, check with your system administrator and confirm compatibility with these browsers

Completing Self-registration

To complete self-registration, follow the steps below.

1. Access your agency's *Town Square* site.

2. In the *WebEOC Town Square* login screen, select the **New User? Click here to create an account** link.

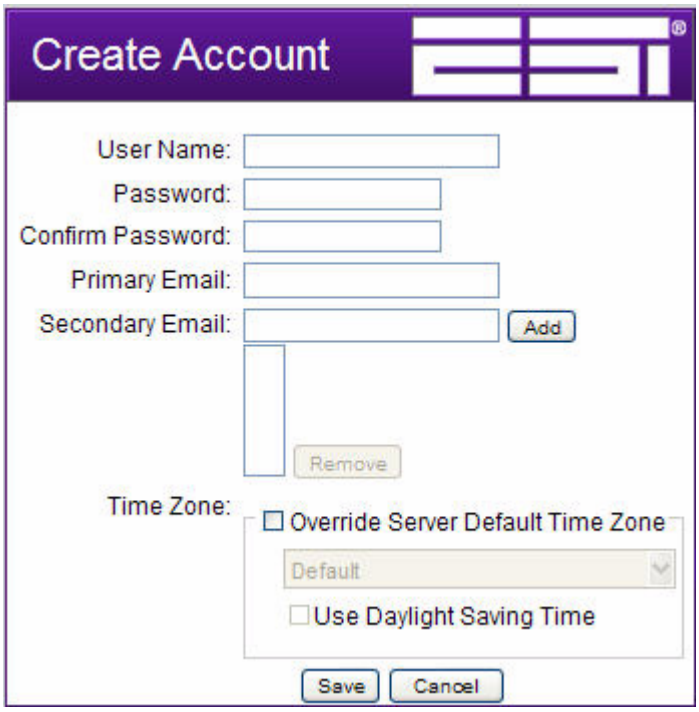
3. When the *Create Account* window appears, enter your **position** in the *Position Name* field, and enter your **position access code** in the *Position Access Code* field.

Note: The *Position Access Code* is case sensitive. As you enter the *Position Access Code*, it will appear as a series of dots (●●●●●●●●).

4. Select the **OK** button to continue, or select the **Cancel** button to abort the operation.

5. In the Create Account screen, enter a **user name** for your new account in the *User Name* field.

Note: Your agency may have user name conventions in place (e.g, first initial and last name). Check with your administrator before choosing a user name.



6. Enter a **password** for this account in the *Password* field, and confirm the password in the *Confirm Password* field. The password is case sensitive. As you enter the password, it will appear as a series of dots (●●●●●●●●).

Note: If you reenter your password incorrectly, a warning will appear. *Town Square* may require that you enter a stronger password. Contact your *Town Square* administrator for assistance.

7. Enter your **primary e-mail** in the *Primary Email* field.

8. Enter **any additional e-mail addresses** in the **Secondary Email** field, and select the **Add** button.

Note: There is no limit to the number of e-mail addresses you can enter. Repeat step 8 to enter additional e-mail addresses.

9. The time zone defaults to the setting configured on your *Town Square* server. To override this setting, select the **Override Server Default Time Zone** checkbox.

   Note: We do not recommend changing the time zone as this may conflict with your *Town Square* server setting.

10. If you choose to override the time zone configured, select the **Default** drop-down list, and choose a new **time zone**.

11. Select the **Use Daylight Saving Time** checkbox if your agency observes daylight saving time.

12. When you have completed the *Create Account* window, select the **Save** button to save the new account, or select the **Cancel** button to abort the operation.

13. Select the **OK** button to confirm that your account has been created.

    Note: All missing fields identified in red must be completed before you can save the account.

Logging in to *Town Square*

If you receive an error during the login process, see the "Generic Login Issues" section at the end of this chapter.

To log in to your *Town Square* user account, follow the steps below.

1. Access your agency's *Town Square* site.

2. In the *WebEOC Town Square* login screen, enter your **user name** in the *User* field, and enter your **password** in the *Password* field.

   Note: The password is case sensitive.

3. Select the **OK** button.

4. Select your **position** from the *Position* drop-down list, and select your **incident** from the *Incident* drop-down list.

   Note: Only those positions and incidents that your administrator has given you access to will appear in the drop-down lists.

5. Select the **OK** button to continue, or select the **Cancel** button to abort the operation. The *WebEOC Town Square Logged In* window will appear, and your *Control Panel* will open in a separate window. In order to reduce the number of windows that you have open at a time, the *Logged In* window can be closed.

WebEOC Town Square
Logged In
The WebEOC control panel should now be opened in a new window.
If the control panel has not appeared, then the problem is probably due to a popup blocker.
Please turn off any popup blockers and log in again or contact your system administrator.

Retrieving Your User Name or Password

If you have forgotten your user name or password, you can retrieve them using the link on the *WebEOC Town Square* login screen.

Note: This feature may not be enabled in your *Town Square*. Contact your *Town Square* administrator if you have questions.

If you do not have an e-mail address entered for your user account, you will not be able to retrieve your user name or password.

To retrieve your user name or reset your password, follow the steps below.

1. From the *WebEOC Town Square* login screen, select the **Forgot Username/ Password?** link.

2. Select the *Retrieve Username or Reset Password* link.

3. If you select the *Reset Password* link, enter your **user name** and **e-mail address** in the fields provided, and select the **Continue** button.

WebEOC Town Square
Reset Password
Enter your WebEOC username and email address below and click the Continue button. WebEOC will send you an email with further instructions on resetting your password.
Username:
Email Address:
Continue
Cancel

Note: If your administrator has enabled "password history," you will not be able to re-use a previous password.

4. A confirmation window will appear. Select the **OK** button. You should receive an e-mail containing a link to reset your password.

5. If you select the *Retrieve Username* link, enter your **e-mail address** in the *Email Address* field, and reenter it in the *Confirm Address* field.

WebEOC Town Square
Retrieve Username
Enter your WebEOC user email address below and click the Continue button. WebEOC will send your user name to your email address.
Email Address:
Confirm Address:
Continue
Cancel

6. Select the **Continue** button.

7. Select the OK button in the confirmation window. You will receive an e-mail containing your user name.

Generic Login Issues

This section contains common login issues and instructions for resolving those issues.

Invalid User Name or Password

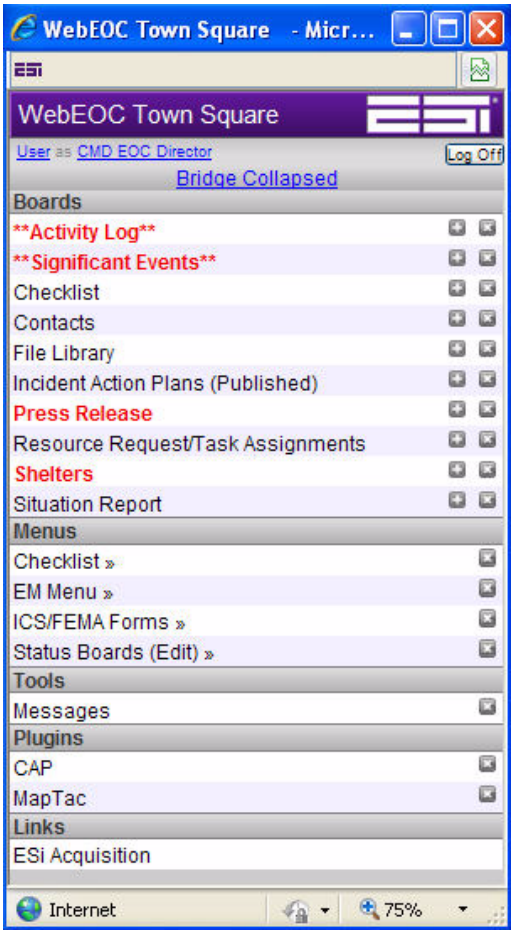
If you entered your user name or password incorrectly, an invalid password window will appear. Select the **OK** button. Go to the section "Logging in to *Town Square*" in this chapter and repeat the steps.

User Account Locked

If you exceed the number of failed login attempts allowed, a *User account is locked* window will appear. Select the **OK** button, and contact your administrator to unlock your account.

Control Panel Overview

The *Control Panel* is the information hub of *Town Square*. It is organized by Boards, Menus, Tools, Plugins, and Links. Within each of these sections, the items are listed alphabetically. You will see items on your *Control Panel* based on what your *Town Square* administrator has granted you access.



All *Town Square* windows (i.e., *Control Panel*, boards, links, etc.) may be resized and moved to any position on the desktop. You can also open multiple boards and/or multiple copies of a board, plug-in, or link.

Your user name and position appear at the top of the *Control Panel*. If your user name is highlighted, you can select it to make changes to your user account. Select your position to change the position you are logged in to without logging out of *Town Square*.

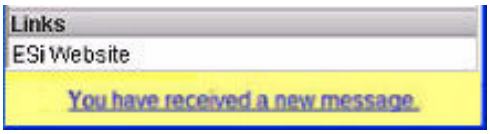
The incident you are currently logged in to also appears at the top of the *Control Panel*. If it is highlighted, you can select it to log in to a different incident without logging out.

The *Log Off* button allows you to log out of *Town Square*.

Items in red have new data posted to them. Select the name to open that item. When the board has been opened and the new data has been viewed, the font will reset to black.

The X button next to a board indicates if it is closed or open. If the board is open, the X button will appear red next to it's name on the *Control Panel*. Select the red X button to close the window. The X button will turn grey.

Message notifications and alerts will appear at the bottom of the *Control Panel*.



If there are sections on your *Control Panel* you do not need to view, select the **name** (Boards, Menus, Tools, Plugins, or Links) to collapse that section.

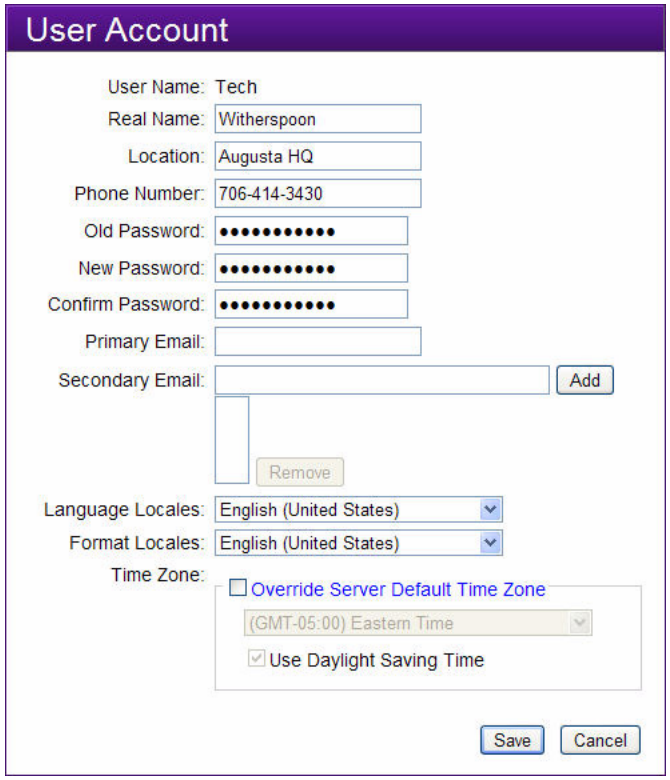
Editing Your User Account

The user name on the *Control Panel* will be displayed as a static or an active link. If this link is active, you will be able to edit your user account.

To edit your user account, follow the steps below.

1. On the *Control Panel*, select the **user name** link.

2. From the *User Account* window, edit your information. See the "Self-registration" section in this chapter for detailed instructions



3. Select the **Save** button to save your changes, or select the **Cancel** button to abort the operation.

Editing Your Position and Incident

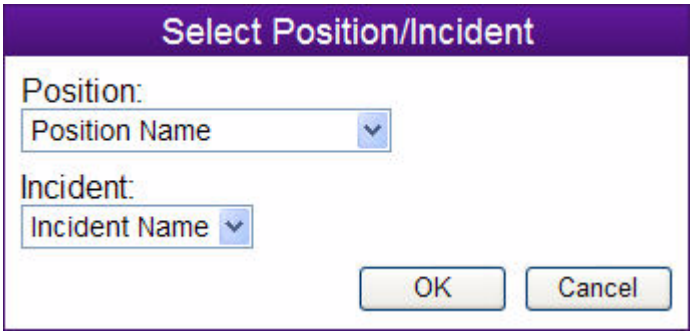
You can edit your position and the incident you are logged in to from the Control Panel.

Changing your position assignment or the incident may also change the boards, menus, tools, plug-ins, and links that you will be able to access from the Control Panel.

To edit your position or incident, follow the steps below.

1. On the *Control Panel*, select the **Position** or select the **Incident** link to change your position or incident you are logged in to.

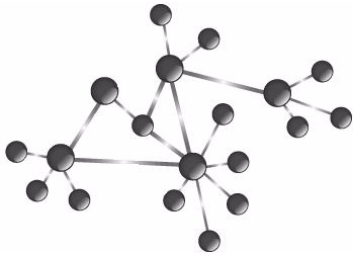
2. Select a new **position** from the *Position* drop-down list.



3. To change the incident, select a new **incident** from the *Incident* drop-down list.

4. Select the **OK** button, or select the **Cancel** button to abort the operation. The new incident name and/or position you selected will be displayed.

Chapter 3:Boards



Introduction

Boards are the heart of WebEOC® *Town Square*™. They are the mechanism to share and manage real-time event information with authorized users everywhere. In *Town Square*, incident information is transmitted and displayed in boards, making the information universally available to all authorized users simultaneously.

In the context of Crisis Information Management Systems (CIMS), a board is equal to a large, chronological or categorical paper-based status board that dominates EOCs and command centers around the country.

With *Town Square*, users enter information electronically into boards and information is instantly viewed by authorized users. There is no duplicating of data, no loose paper forms, and no shouting from section to section to share information. *Town Square* helps you build reports, request assistance, deploy resources, store documents, map almost anything, and more.

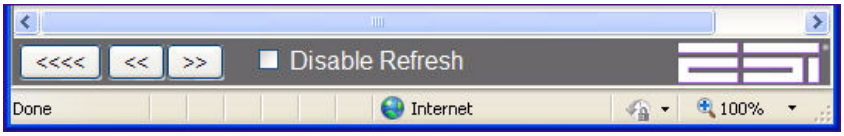
In *Town Square*, standard government forms (e.g., ICS, FEMA, and Situation Reports, etc.) used to track emergency response tasks are built as boards to implement your agency's information process flow.

Status boards in *Town Square* are based on the National Incident Management System (NIMS) structure and are designed to support local jurisdictional crisis information management needs.

General Board Features

Navigation

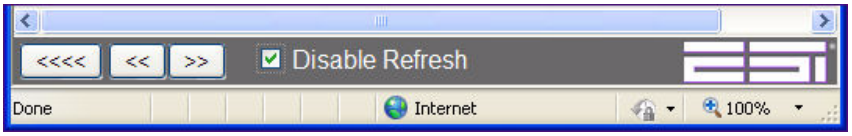
Since boards are displayed in windows that can be resized, the number of entries that can be viewed at any one time will vary. If a board has more entries than can be viewed at the same time, use the scroll bar to navigate through the window. Each board may also be resized to increase or decrease the viewing area. If the board consists of multiple pages, use the arrow buttons located at the bottom of the window to navigate.



The left double arrow returns to the first page; the single left arrow returns to the previous page; and the right arrow advances to the next page.

Board Refresh

Each time a new entry is posted or an entry is updated, the board refreshes with the new or changed entry appearing at the top of the board (unless the board is sorted or filtered). To temporarily suspend this refresh process when scrolling through entries on a board, select the *Disable Refresh* checkbox located at the bottom of each board.



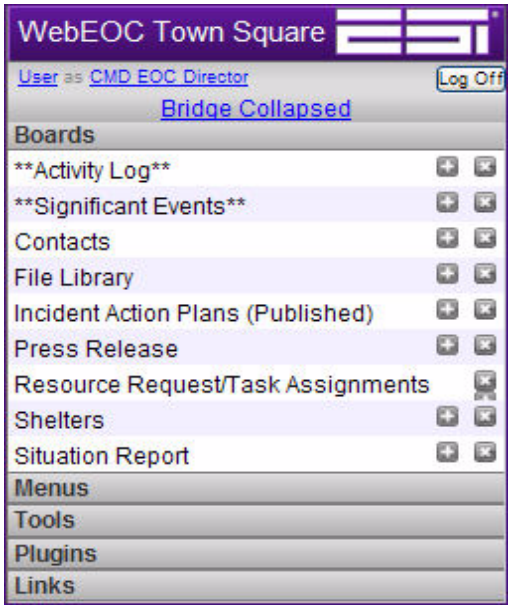
Note: Uncheck the *Disable Refresh* checkbox to re-enable the automatic refresh feature.

Board Views

The first thing you need to understand about boards is that boards can have multiple views. Access to the board views will be based on your assigned position. Also, the board views that you have access to are determined by your *Town Square* administrator. You may have access to all of the boards, forms, reports, or plans or a combination of these.

A view is just another way of looking at the same data. The typical board views are:

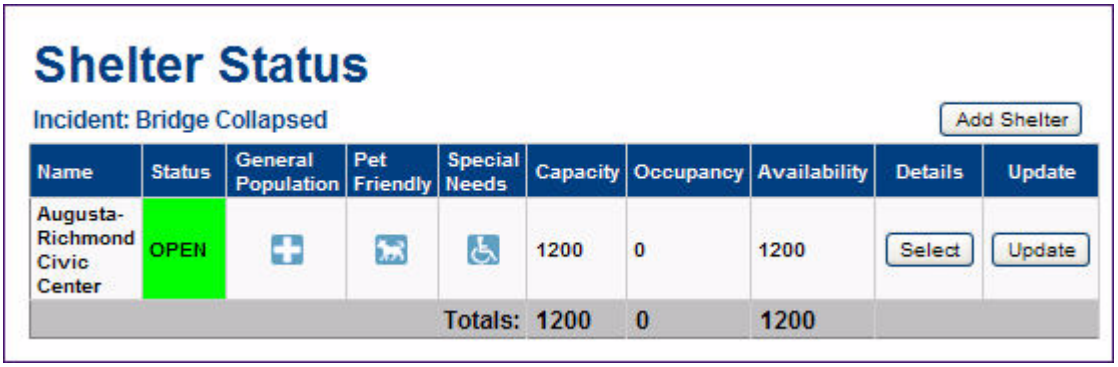
- Input,
- List, and
- Details.



New data or updates to data are entered in the input view. Select the board link on the *Control Panel* and select the *New Record* or *Update Record* button to add or update entries.

A board may have a list view. This view could contain all of the data for a board, or it may contain a subset of data. List views are useful because they allow you to focus on the most important data.

An example of a list view is the *Shelters* board. You may not need to know if a shelter is pet friendly or Red Cross approved—you may just need to know which shelter has the most beds available so you can send victims there. The simplified list view allows you to easily locate the name of the shelter and see the most important information for the shelter instantly. List views typically contain a button for a detailed view of the shelter information.



WebEOC Mapper Lite

WebEOC® *Mapper Lite* is an optional feature that your administrator may have enabled for *Town Square*.

Mapper Lite integrates online mapping with the boards available in *Town Square*. It uses Yahoo!® maps to geolocate address information associated with a status board. By adding *Mapper Lite* capability to a board, entries from that board can be tied to an address and displayed on a map with an identifying point.

For a board to be a candidate for adding GIS support, it must meet specific criteria.

- The status board must be associated to a location for some or all of its entries.
- The location must be an address (i.e., address, city, state, and/or ZIP code) and X,Y (latitude/longitude) coordinates.

Data from multiple *Town Square* boards can be viewed simultaneously on the same map and displayed as points representing the state of the information. Point colors can be defined to reflect the item's status. For example, a *Shelters* status board can be built to maintain a list of shelters and their statuses. When you open a map in the Shelters board, a point will be displayed for each shelter. The point color could be green or red, to reflect the shelter status of open or closed.

With *Mapper Lite*, users can:

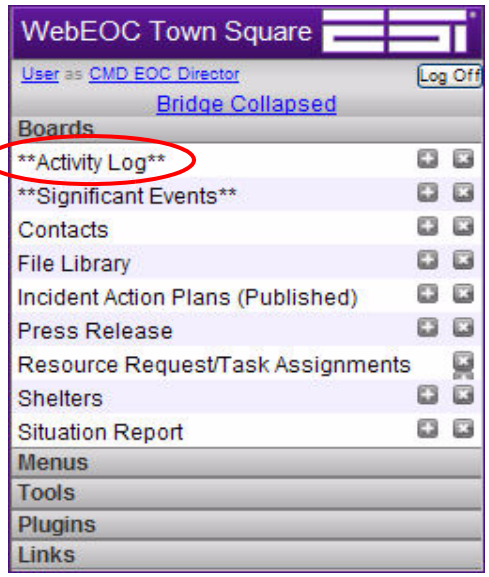
- View live, updating, multi-user *Town Square* board data on a map and
- Display data from multiple boards on a single map.

  Note: User access to board layers in *Mapper Lite* is controlled by the board permissions assigned to a user's group.

Adding Data to a Mapper Lite Enabled Board

To add points to a map using *Mapper Lite*, follow the steps below.

1. Select a **Board** from the *Control Panel*.



2. Select the **New Record** button.

CMD EOC Director Log
New Record
Search:
Search
Clear Search
Incident: Bridge Collapsed
Record #: 4
Event Type: (Select)
Position: CMD EOC Director
Name:
Phone:
Date: 02/07/2011 16:32:20
Attachments:
Map: Map Water Main Break
Broad street closed. A water main ruptured, created a 30 foot wide hole and flooding
CMD EOC Director - User Name at 16:32:20 on 2/7/2011
Address/Location: 823 Broad Street, Augusta, GA. 30901
Incident: Bridge Collapsed
Update Record
This information is not for public disclosure and is intended for authorized WebEOC users only.

3. In the data entry window, enter a **label** for the map in the *Map Label* field. This label will be displayed next to the point on the map.

4. Enter the **address information** in the *Address/Location* field. At a minimum, enter the street number and street name (e.g., 318 Drayton Street). You can narrow the list of matches in the geo-database by including the street number, street name, city, state, and/or ZIP code.

5. Select the **Get Address** button to execute the search for address matches. When the search is complete, a drop-down list of possible matches for the address will be displayed below the *Address/Location* field. The *Lat/Long* values for the first item in the drop-down list will automatically populate the coordinate fields.

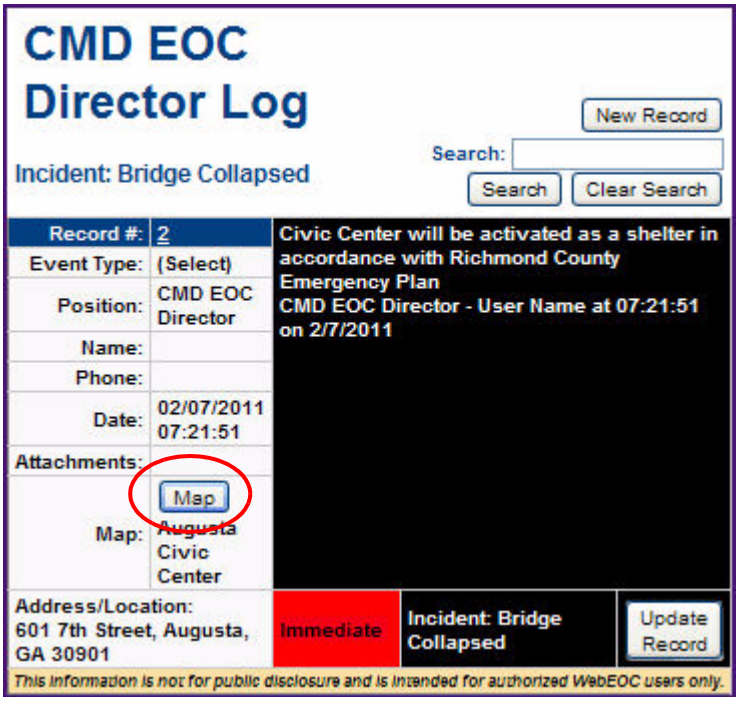
6. Select the **address** that matches your entry.

7. Select the **Map It** button. The address will be displayed on the map marked with a colored symbol (circle, square, or rectangle).

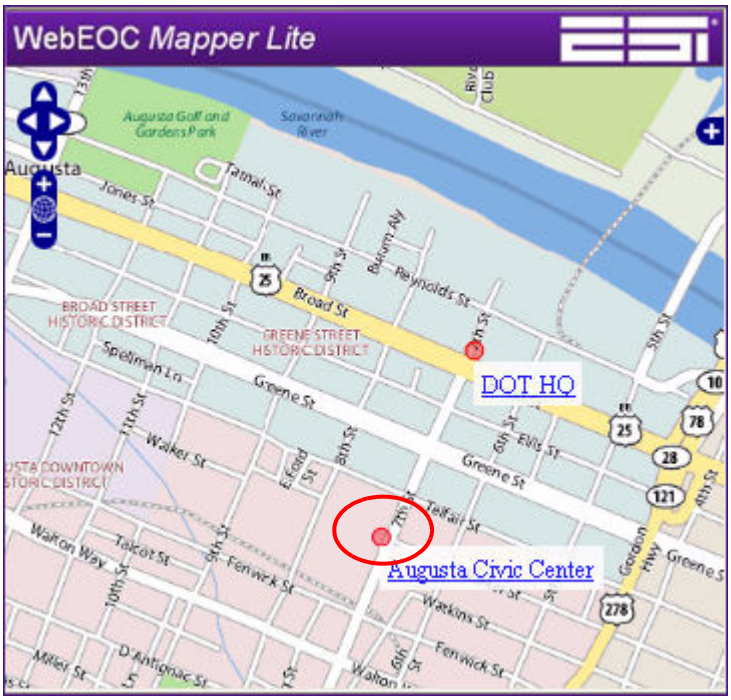
8. Complete the data entry screen, and select the **Save** to add the point to the map. The point will display as a circle.

Displaying a Map from a Board

To display a map from a board, select the **Map** button on the board display.



A *WebEOC Mapper Lite* window will open with the mapped point.



The new board entry will display a symbol (circle, square, or rectangle) on the map. Administrators can assign colors to represent the status of map data. If the status of the mapped point is tied to board data, such as shelter status (full, open, or closed), then the mapped points for that status board will take on the color-code assigned to that status.

Navigating Mapper Lite

Navigation and Zoom Controls

Pan Tool
Located in the upper left corner of the window, the pan tool allows you to pan to different areas on the map by holding the left mouse button on the desired arrow symbol.

Zoom Control
Zoom in by selecting the **plus** symbol. Zoom out by selecting the **minus** symbol. If you want to zoom out to the full extent of the map, select the **globe** symbol.

Note: You can also zoom by using the scroll wheel on the mouse. Click in the map display, and scroll up to increase magnification, or scroll down to decrease the magnification.

Showing Labels

Select the **Show Labels** checkbox to identify the geo-coded data points on the map.

Selecting Base Layers

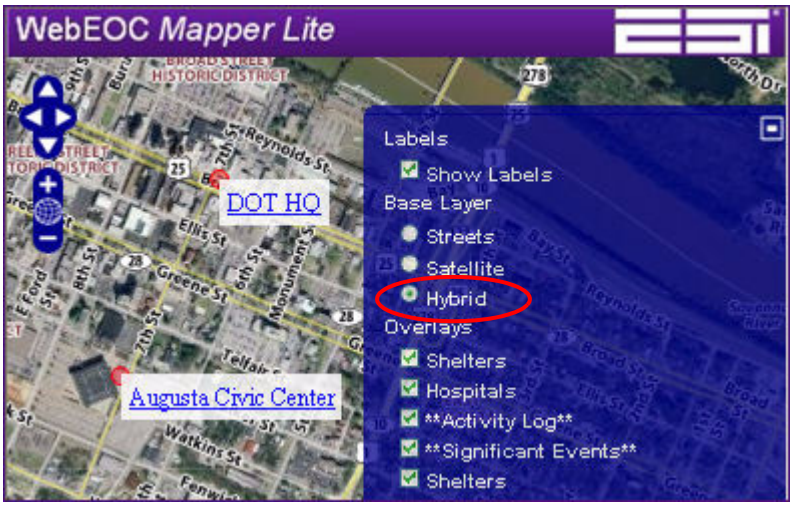
Select the **radio** button to set the type of base layer to be applied to the map view: **Streets**, **Satellite**, or **Hybrid**.

Base Layer Examples

- **Street Map**

- **Satellite Map**

- **Hybrid Map** (This view is a street map on top of a satellite map.)



Selecting Overlays (Boards)

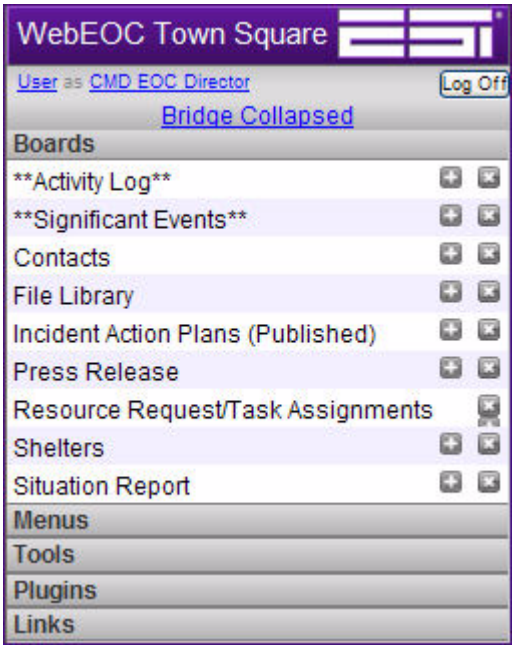
All *Mapper Lite*-enabled boards are listed under *Overlays* in the *Selection* tool. To turn board points on or off, select the **checkbox** next to the board that you want. All the board geo-coded data points will be displayed on the map**.**

The Boards Section

Town Square boards are designed to track, display, and manage the information following an Incident Command System (ICS) organizational structure. This built-in board design helps you to quickly enter information to your position log and send it on to others to view.

The *Control Panel* below shows what the *Boards* section on a *Control Panel* may look like. This section will provide detailed instructions for the following board views.

- *Activity Log*
- *Significant Events*
- *Contacts*
- *File Library*
- *IAP Builder*
- *Incident Action Plans (Published)*
- *Press Release*
- *Resource Request/Task Assignments*
- *Shelters*
- *Situation Report*



Event Reporting Boards

The *Activity Log* and *Significant Event* board views are used to accomplish the recording, tracking, and viewing of "who did what when" in *Town Square*. Your *Activity Log* allows you to record information and activities at the position level and selectively display the information on the *Significant Event* board without having to re-enter information.

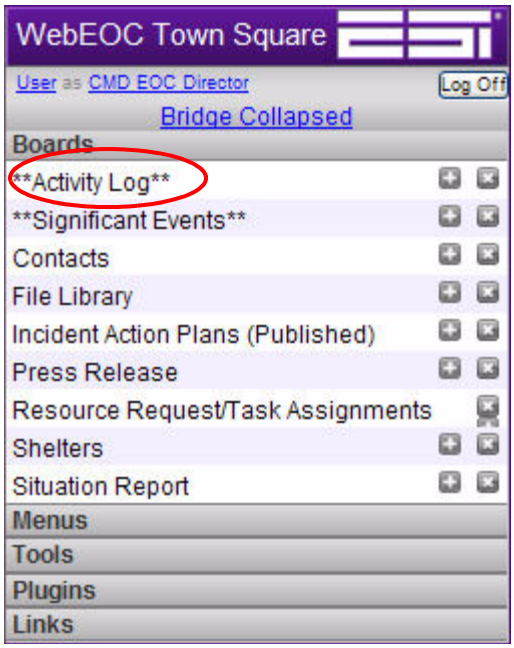
Activity Log

All positions have an *Activity Log* (also known as a *Position Log*), that allows you to keep a chronological record of the activities you performed. Information you enter is displayed on your own log and is not visible to others. However, if an entry meets the criteria of a post to the *Significant Events*, you can mark the entry to be displayed on the *Significant Events* board for others to view. You have the option to post one or all of your *Activity Log* records to the *Significant Events* board display that can be viewed by others.

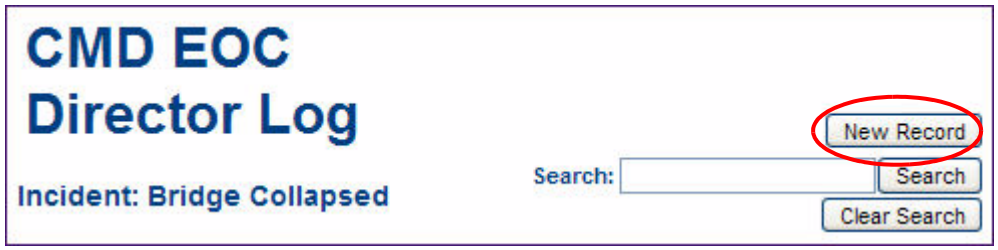
Adding a New Record to the Activity Log

To add a new record to the *Activity Log*, follow the steps below.

1. On the *Control Panel*, select the **Activity Log** link.

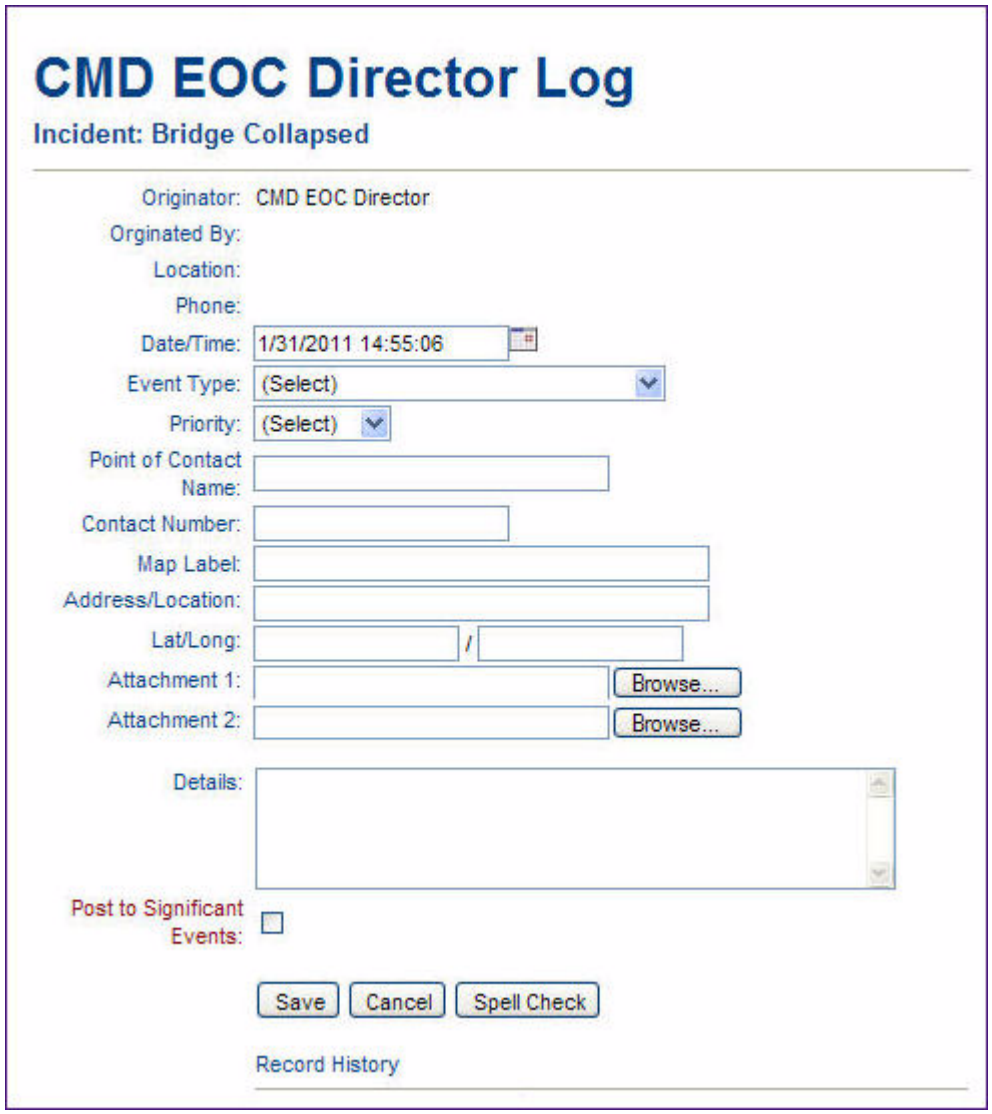


2. Select the **New Record** button.



Note: The title of the *Activity Log* is the same as the name of the position you are logged in as.

3. Enter the information in the input view of the *Activity Log*.

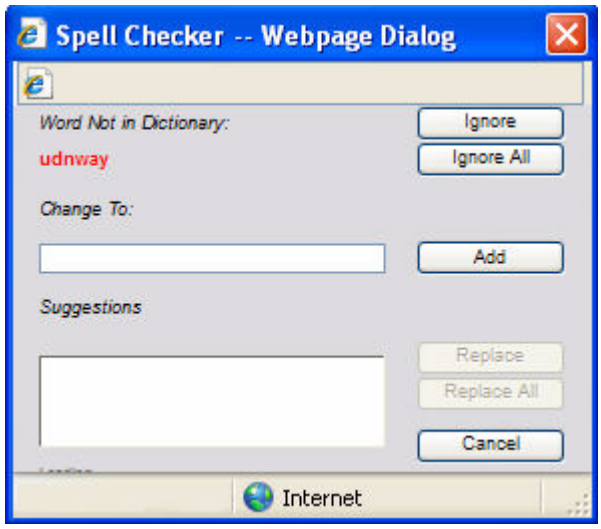


4. Select the **Post to Significant Events** check box if the information needs to be displayed for other positions to read.

5. In the *Spell Checker* pop-up window, select the appropriate **options** to correct the error.

6. When the spell check is complete, select the **OK** button.

7. Select the **Save** button to continue, or select the **Cancel** button to abort the operation.



Significant Events

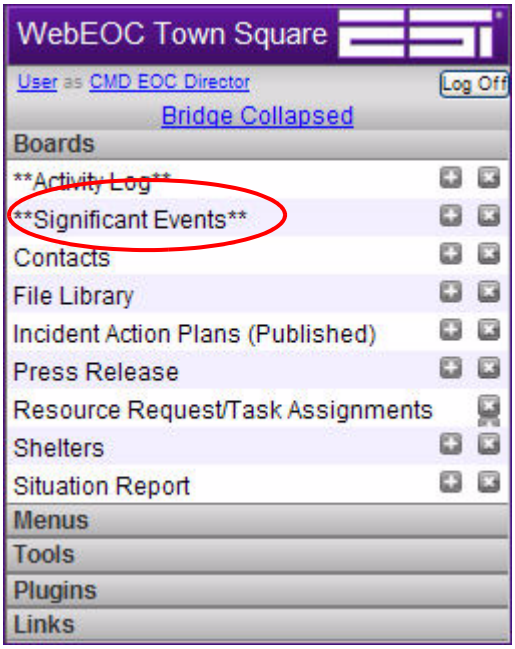
The *Significant Events* board displays all of the entries marked as *Post to Significant Events* in each user's *Activity Log*, providing a chronology of events, activities, and actions taken during an incident.

The *Significant Events* board has the same look and similar functionality as an *Activity Log*.

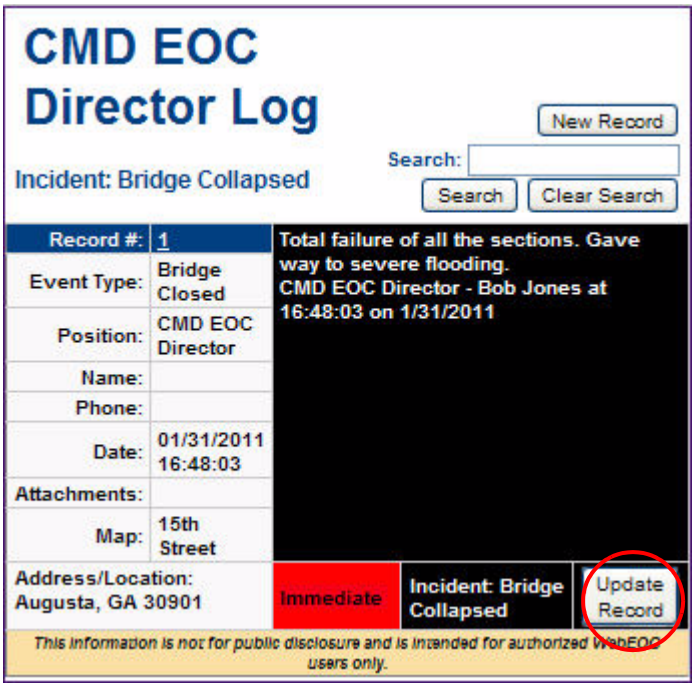
Updating a Record on the Significant Events Board

To update a record on the *Significant Events* boards, follow the steps below.

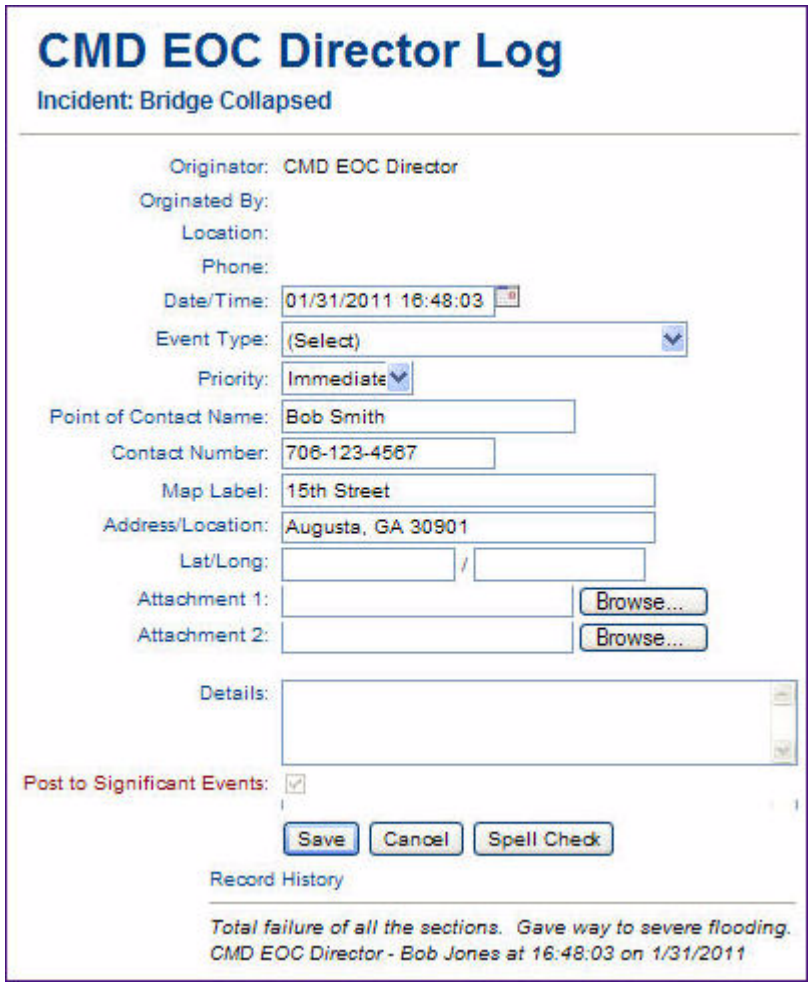
1. On the *Control Panel*, select the **Significant Events** link.



2. Select the **Update Record** button.



3. Update the applicable fields in the input view.

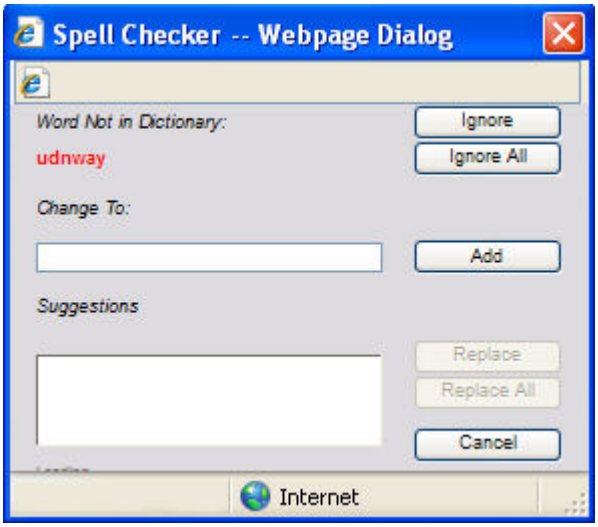


Note: The *Post to Significant Events* check box is unavailable since you are updating the record. The input view at the bottom provides a *Record History* of all the entries.

4. In the *Spell Checker* pop-up window, select the appropriate **options** to correct the error.

5. When the spell check is complete, select the **OK** button.

6. Select the **Save** button to save the updated record, or the select the **Cancel** button to abort the operation.



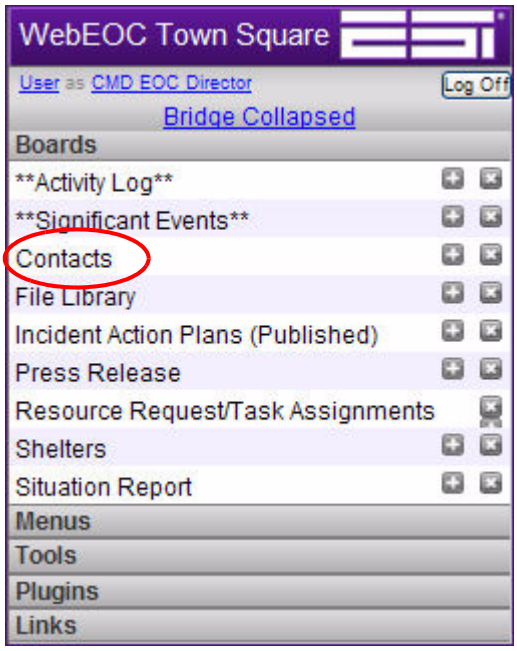
Contacts

The *Contacts* board allows you to record information on individuals or other organizations that you will need to contact during an event.

Adding a Contact to the Contacts Board

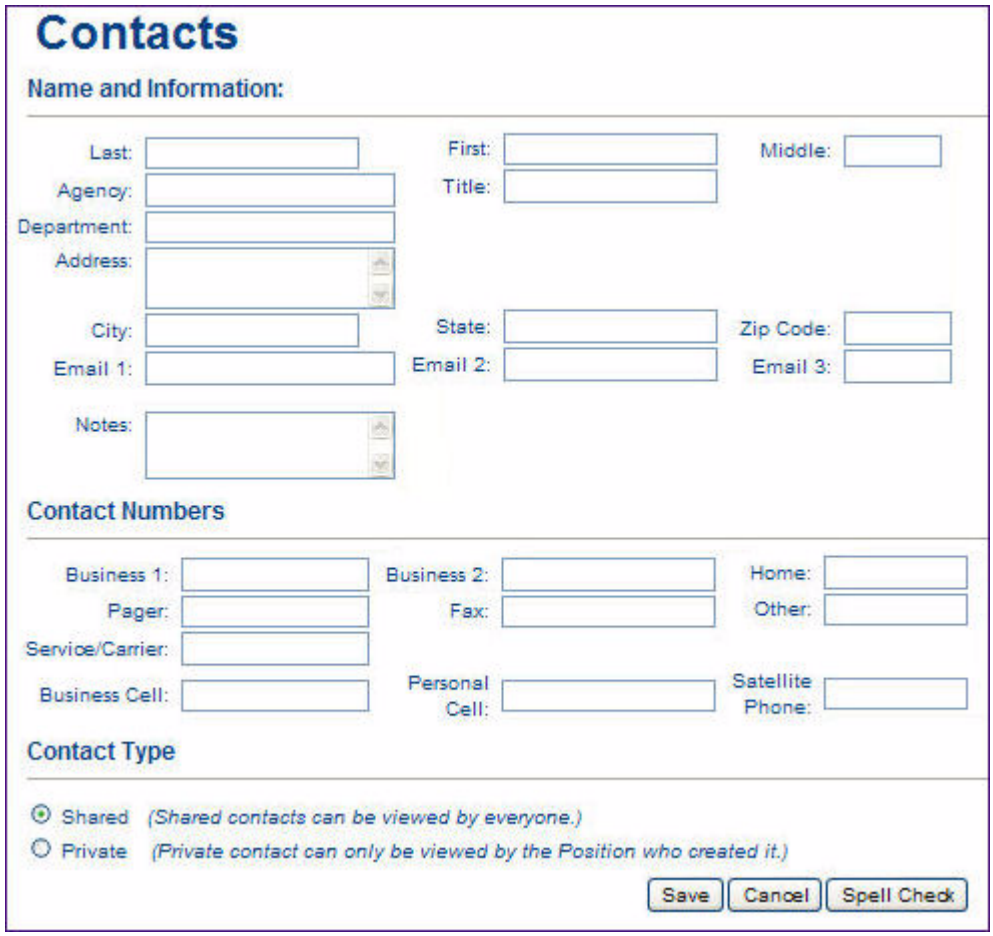
To add a contact to the *Contacts* board, follow the steps below.

1. On the *Control Panel,* select the **Contacts** link.



2. In the *Contacts List* window, select the **Add Contact** button.

3. Enter the **information** in the applicable sections of the input view.



4. For *Contact Type*, select the **radio** button for one of the following options.
   a. *Shared* (Shared contacts can be viewed by everyone.)

   b. *Private* (Private contacts can only be viewed by the Position whocreated it.)

5. In the *Spell Checker* pop-up window, select the appropriate **options** to correct the error.

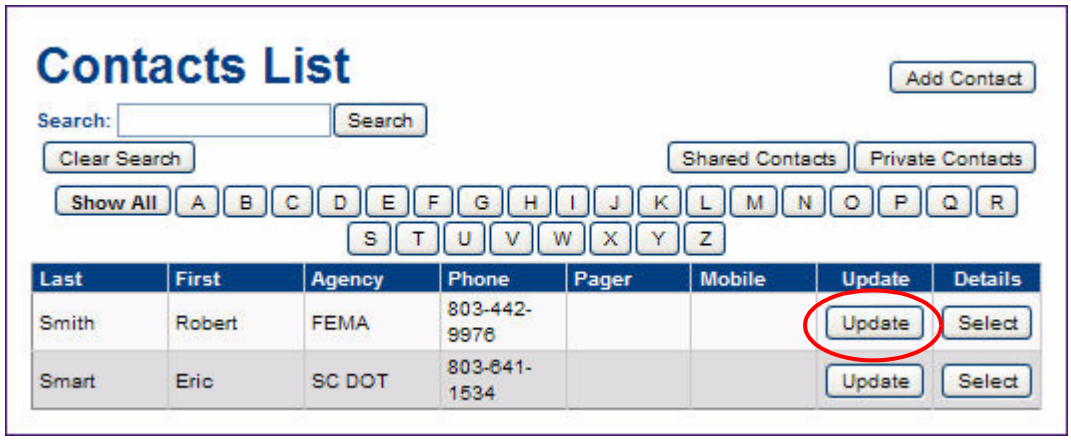
6. When the spell check is complete, select the **OK** button.

7. Select the **Save** button to continue, or select the **Cancel** button to abort the operation.

Updating a Contact Record

To update a contact record, follow the steps below.

1. On the *Control Panel,* select the **Contacts** link.
2. In the *Contacts List* window, select the **Update** button for the contact that you want to update.


Contacts List
Add Contact
Search:
Search
Clear Search
Shared Contacts
Private Contacts
Show All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
Last First Agency Phone Pager Mobile Update Details
Smith Robert FEMA 803-442-9976 Update Select
Smart Eric SC DOT 803-641-1534 Update Select

3. Update the information as applicable.
4. Select the **Save** button to continue, or select the **Cancel** button to abort the operation.

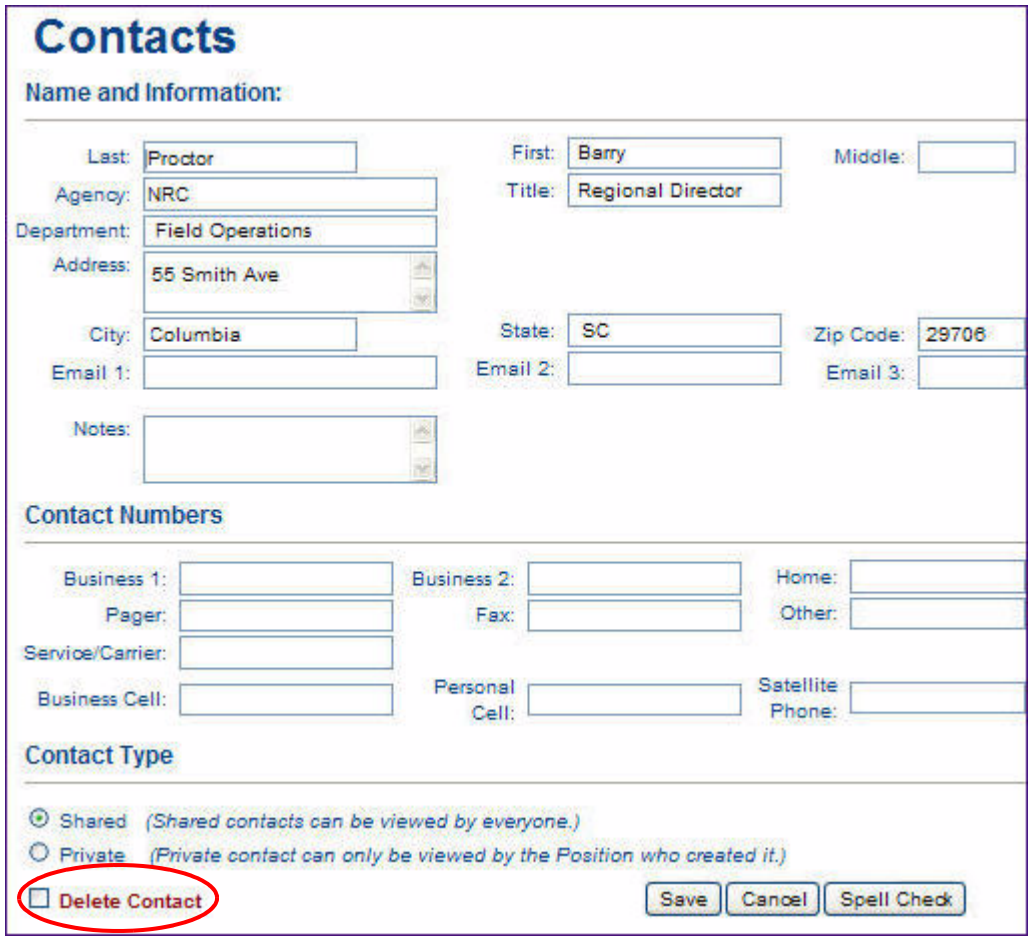
Removing a Contact Record

To remove a contact record, follow the steps below.

1. On the *Control Panel,* select the **Contacts** link.
2. In the *Contacts List* window, select the **Update** button for the contact that you want to remove.

Contacts List
Add Contact
Search:
Search
Clear Search
Shared Contacts
Private Contacts
Show All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
Last First Agency Phone Pager Mobile Update Details
Smith Robert FEMA 803-442-9976 Update Select
Smart Eric SC DOT 803-641-1534 Update Select

3. In the *Contacts* record, select the **Delete Contact** check box.



Note: No window will appear to confirm deletion of the record.

4. Select the **Save** button, or select the **Cancel** button to abort the operation.

Searching and Filtering Contact Records

The *Search* and *Filter* features help you to quickly locate records in the *Contacts List*.

Searching Using Any Contact Information

Search pulls all records that match any combination of words you entered. After your search is complete, you must clear the search if you switch to use the letter or other filter buttons.

Searching Using Filter Buttons

You can also search for a contact by selecting one of the following filters.

- Use the **alphabet** buttons to filter contacts whose last name begins with that letter.
- Use the **Private Contacts** button to show only contacts you designated as private.
- Use the **Shared Contacts** button to filter the list to contacts shared with others.
- Use the **Show All** button to view all contacts, both shared and private.

Incident Action Plans

All positions have access to view and print Incident Action Plans (IAPs). Plans are built in the *IAP Builder* board. After they are published, they move to the *Incident Action Plans (Published) board*.

See *Chapter 4: The Incident Action Plan*, for detailed instructions on these boards.

Press Release

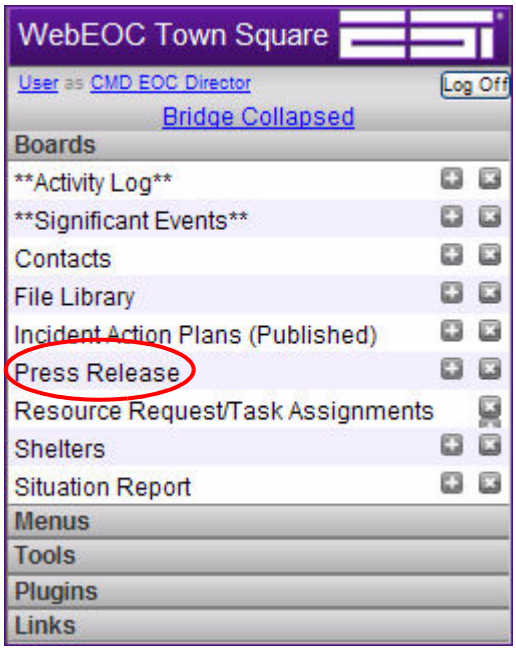
Every emergency response involves the media, and almost every emergency response organization has a Public Information Officer (PIO) responsible for the development and release of accurate and complete public information regarding the incident.

The *Press Release* board provides a repository of links to press release files stored internally in the *Town Square* database or a file stored externally. Selecting a link displays the press release in its entirety.

Adding a Record to the Press Release Board

To add a record to the *Press Release* board, follow the steps below.

1. On the *Control Panel,* select the **Press Release** link.



2. In the *Press Release* window, select the **Add Press Release** button.

3. In the input view, enter a **Title** for the press release, and select the **Browse** button to upload the file.

4. Select the **Save** button to continue, or select the **Cancel** button to abort the operation.

Updating a Record to the Press Release Board

To update a record to the *Press Release* board, follow the steps below.

1. On the *Control Panel,* select the **Press Release** link.

2. In the *Press Release* window, select the **Update** button of the record you want to update.

3. In the input view, update the applicable fields. Uploading a new file will replace the existing press release.

4. Select the **Save** button to continue, or select the **Cancel** button to abort the operation.

Removing a Record from the Press Release Board

To remove a record from the *Press Release* board, follow the steps below.

1. On the *Control Panel,* select the **Press Release** link.

2. In the *Press Release* window, select the **Update** button of the record you want to remove.

3. In the input view, select the **Remove** check box.

Note: No window will appear to confirm deletion of the record.

4. Select the **Save** button to continue, or select the **Cancel** button to abort the operation.

Viewing Press Release Attachments

To view a *Press Release* attachment, follow the steps below.

1. On the *Control Panel,* select the **Press Release** link.

2. In the *Press Release* window, select the **Attachment** link of the press release you want to view.

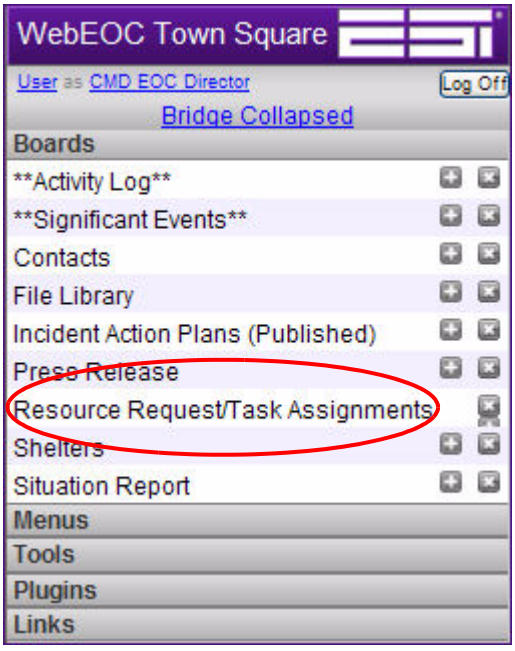
Resource Requests/Task Assignments

The *Resource Request/Task Assignments* board allows you to create, update, and change the status of resource requests and task assignments.

Creating a Resource Request

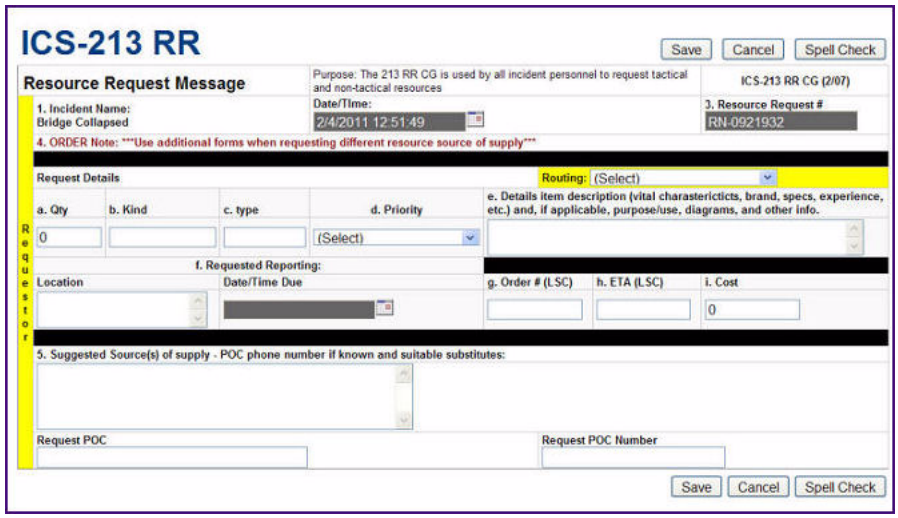
To create a resource request message, follow the steps below.

1. On the *Control Panel*, select the **Resource Request/Task Assignments** link.



2. In the *Resource Requests & Task Assignments* window, select the **New Resource Request** button. An *ICS-213 RR (Resource Request Message)* input view will open.

3. In the *Request Details* section of the *ICS-213 RR* form, select a **position** from the *Routing* drop-down list of positions in your organization. The position you select will receive the request and will be assigned the responsibility to complete the request.



4. Complete the fields as applicable. The *Incident Name*, *Date/Time*, and *Resource Request #* will populate automatically.

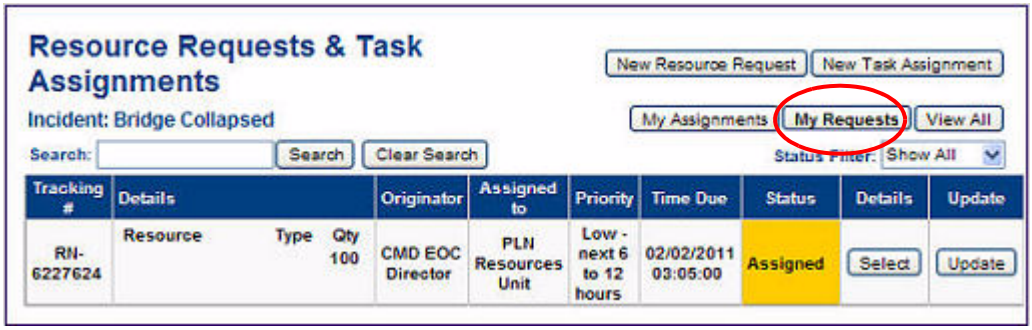
5. Select the **Save** button to continue, or select the **Cancel** button to abort the operation.

Updating Your Resource Request

To update a resource request message, follow the steps below.

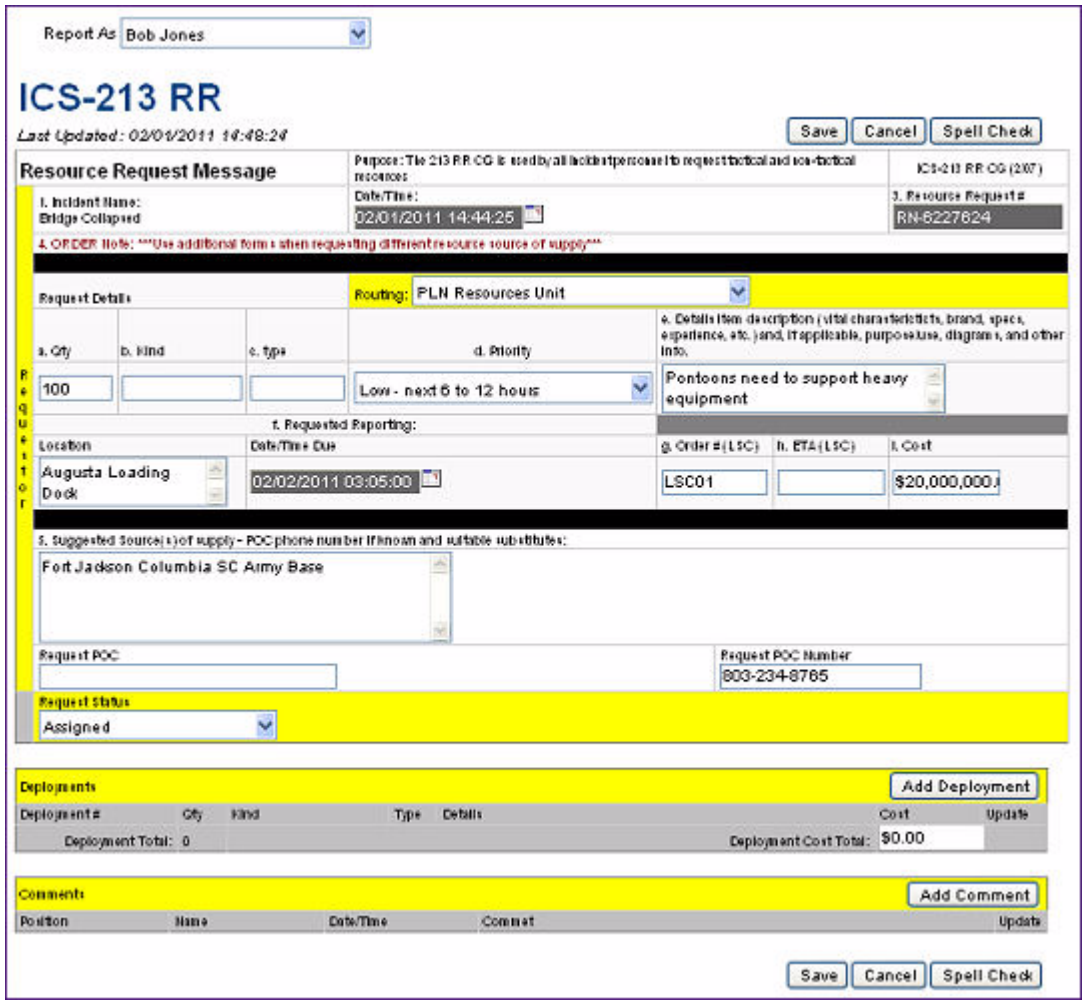
1. On the *Control Panel,* select the **Resource Request/Task Assignments** link.

2. In the *Resource Requests & Task Assignments* window, select the **My Requests** button.

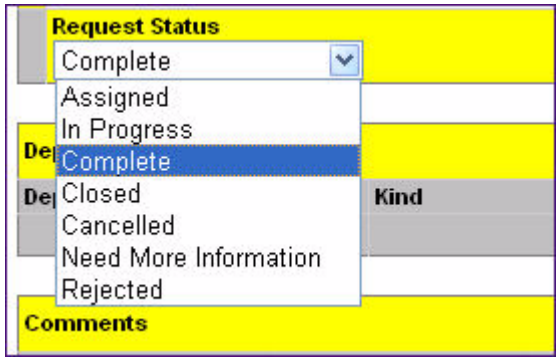


3. Select the **Update** button for the *Resource Request* record.

4. Enter the **new information** in the applicable sections of the *ICS-213 RR* input view.



5. To update the *Request Status*, select the **status** from the *Request Status* drop-down list.



6. Select **Save** button to continue, or select the **Cancel** button to abort the operation.

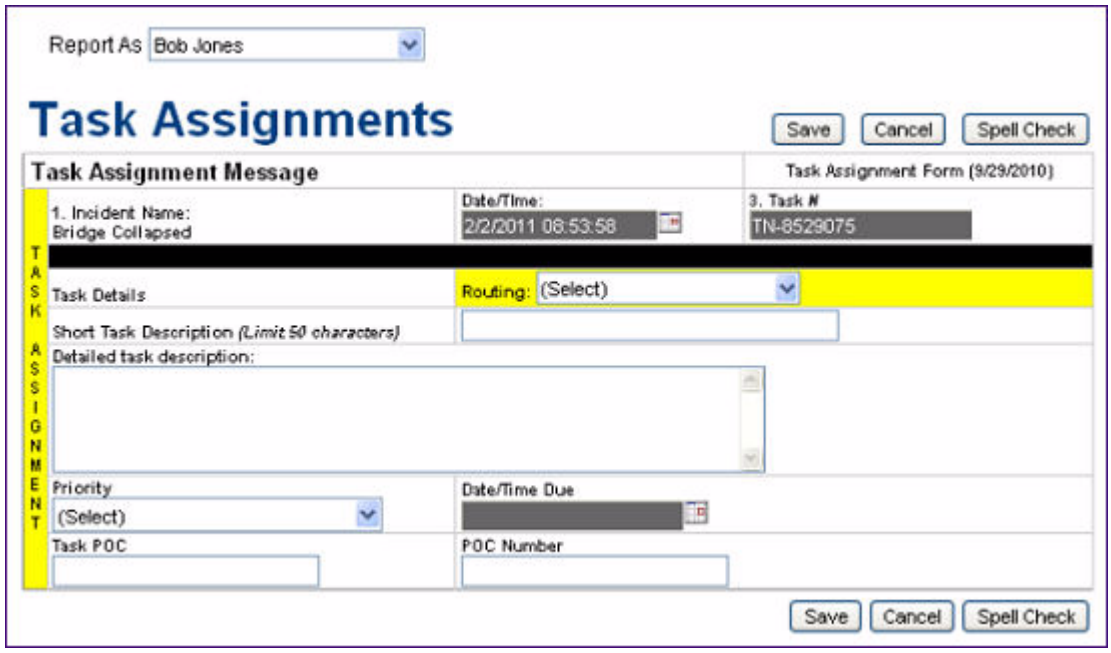
Creating a Task Assignment

To create a task assignment, follow the steps below.

1. On the *Control Panel,* select the **Resource Request/Task Assignments** link.

2. In the *Resource Requests & Task Assignments* window, select the **New Task Assignment** button.

3. In the *Task Assignment Message* form, select a **position** from the *Routing* drop-down list of positions in your organization. The position you select will be assigned the responsibility to complete the task.



4. Complete the fields as applicable. The *Incident Name*, *Date/Time*, and *Task #* will populate automatically.

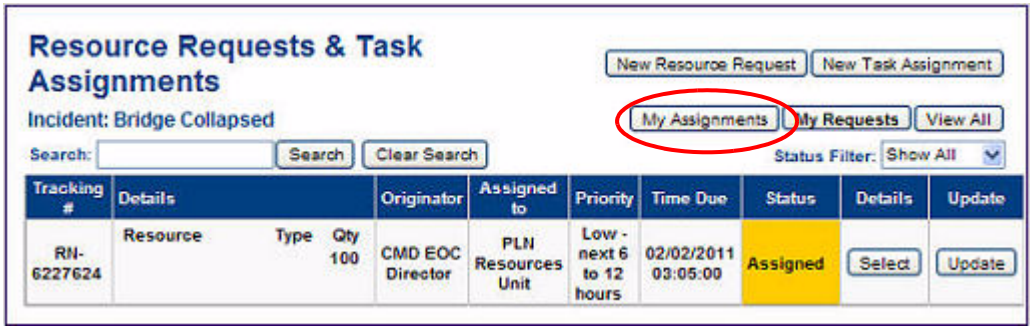
5. Select the **Save** button to continue, or select the **Cancel** button to abort the operation.

Updating Your Task Assignment

To update a task assignment record, follow the steps below.

1. On the *Control Panel,* select the **Resource Request/Task Assignments** link.

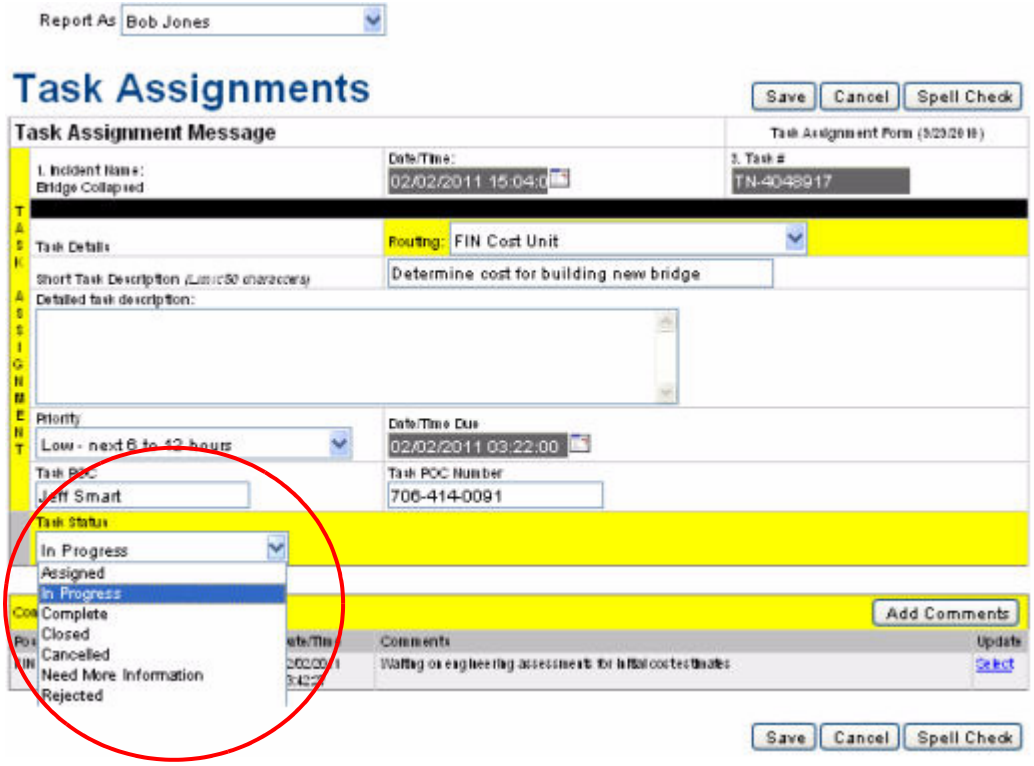
2. In the *Resource Requests & Task Assignments* window, select the **My Assignments** button. This will only list tasks assigned to you.



3. Select the **Update** button for the *Task Assignment* record.

4. Update the **information** as applicable.

5. Select the **status** of the task from the *Task Status* drop-down list if applicable.



6. Select the **Save** button to continue, or select the **Cancel** button to abort the operation.

Filtering Resource Requests and Task Assignments

To help you locate specific tasks and requests, several filter buttons are available.

My Assignments Button

Use this filter button to display tasks and requests assigned to you.

My Requests Button

Use this filter button to display tasks and requests assigned to others.

View All Button

Use this filter button to display all tasks and requests.

Status Filter

Select a status from the *Status Filter* drop-down list to view tasks and requests.

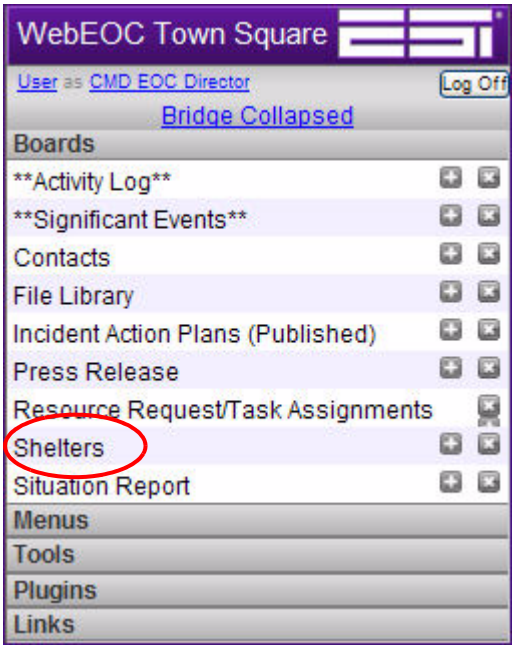
Shelters

The *Shelters* board provides a standard list view that displays the shelter's name, status, occupancy, etc. It also indicates if a shelter is American Red Cross approved, accommodates special needs, or is pet friendly.

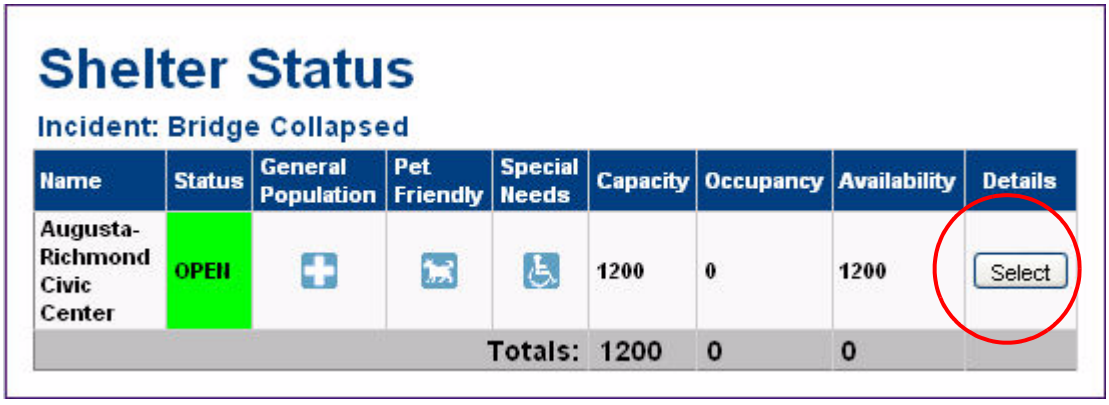
This view does not allow you to add or make updates to the board.

To view the *Shelters* board, follow the steps below.

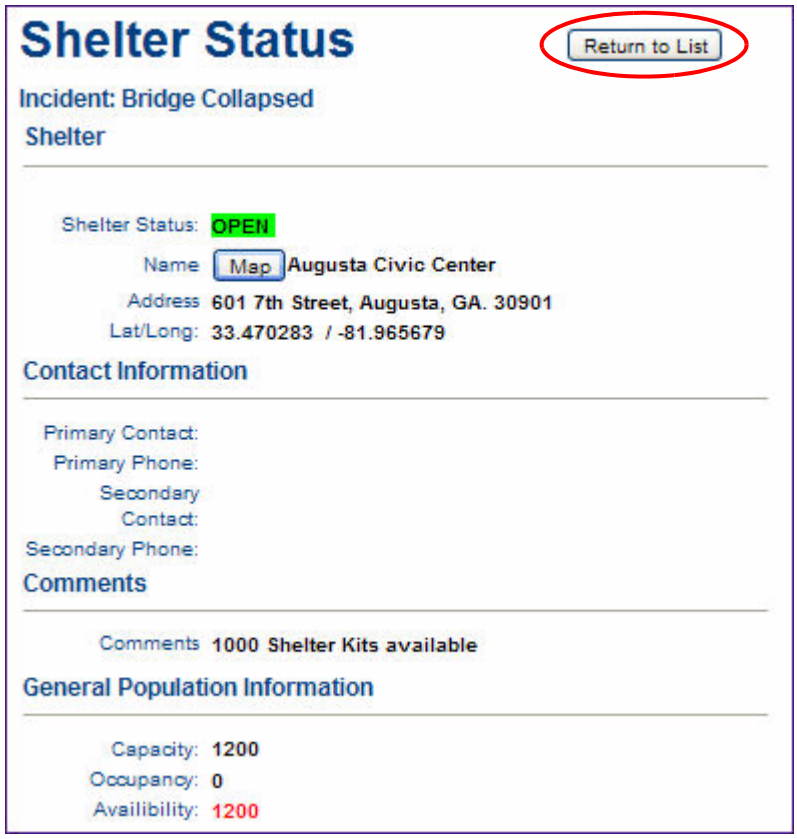
1. On the *Control Panel,* select the **Shelters** link.



2. In the *Shelter Status* window, select the **Select** button to view details for that shelter.



3. Review the *Shelter Status* details window, and select the **Return to List** button.



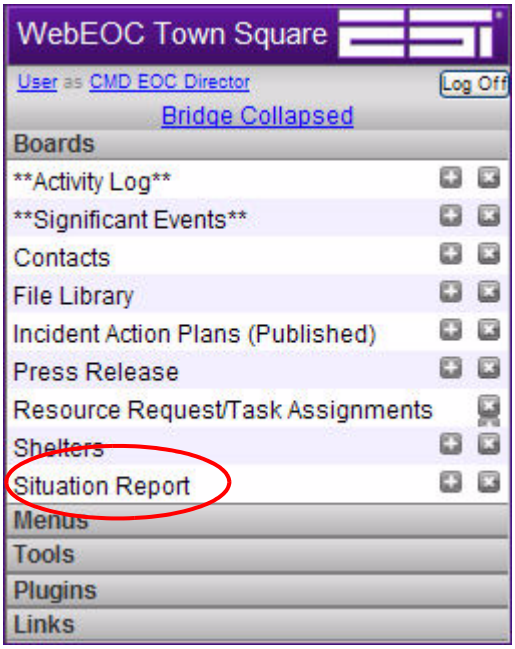
Situation Report

Situation reports are typically published at least once every 24 hours during an emergency. *Town Square* provides a standard format that is based on the Incident Command System for creating standard plans.

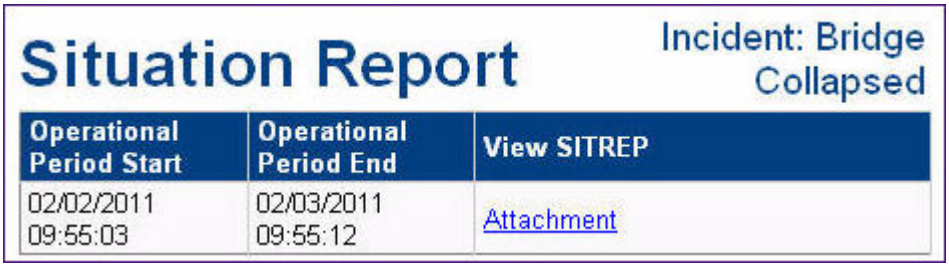
This view does not allow you to add or make updates to the board.

To view the *Situation Report* board, follow the steps below.

1. On the *Control Panel,* select the **Situation Report** link.

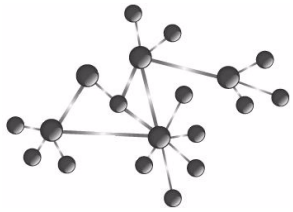


2. In the *Situation Report* window, select the **Attachment** link.



The *Situation Report* will open in a new window.

Chapter 4: The Incident Action Plan



Introduction

An Incident Action Plan (IAP) contains general control objectives reflecting the overall incident strategy and specific action plans for the next operational period. The IAP is developed by the Unified Command, Command Staff, and General Staff. An effective IAP includes the following.

- Specific objectives for the next operational period
- Defined work assignments for the next operational period, including extracts of site-specific safety messages

  Note: The Site Safety Plan is generally a stand-alone document and is not included in the IAP.
- Defined resources that are needed to accomplish the work order
- An organizational chart depicting how all response personnel are to be organized
- Radio and telephone communications for all incident personnel
- A specific medical plan to follow in case of a responder emergency
- Detailed resource risks

WebEOC® *Town Square*™ contains two IAP boards: *IAP Builder* and *Incident Action Plans (Published)*.

The *IAP Builder* board contains the following Incident Command System (ICS) forms.

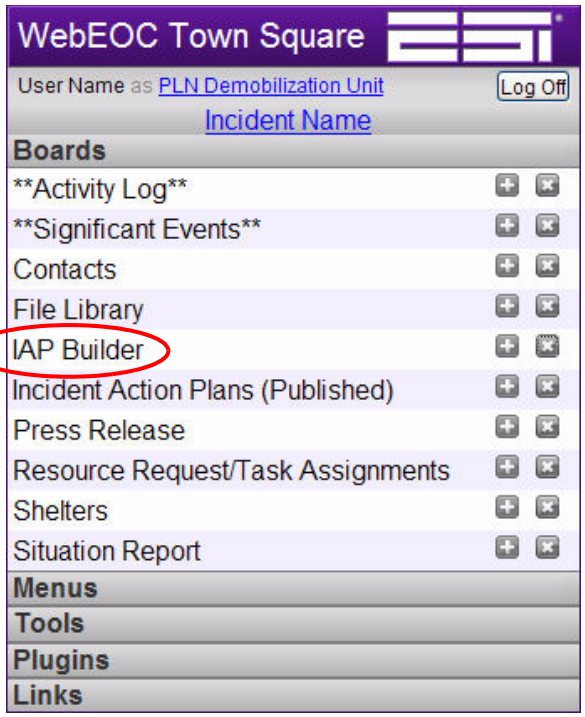
- IAP Cover Sheet
- ICS 202 - Incident Objectives
- ICS 203 - Organization Assignment List
- ICS 204 - Operations Branch List
- ICS 205 - Incident Radio Communications Plan
- ICS 206 - Medical Plan
- ICS 207 - Organizational Chart

Creating a New IAP

To create a new IAP, follow the steps below.

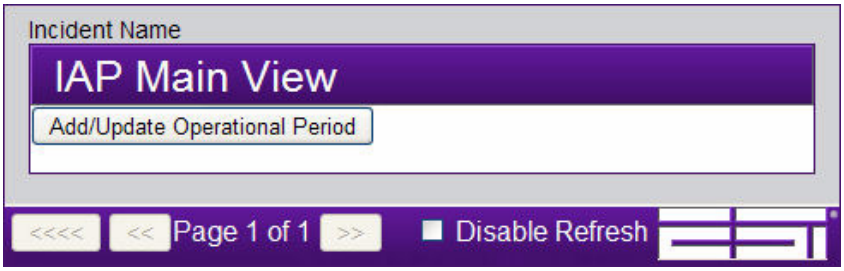
1. Log in to WebEOC *Town Square*.

2. On the *Control Panel*, select the **IAP Builder** link.

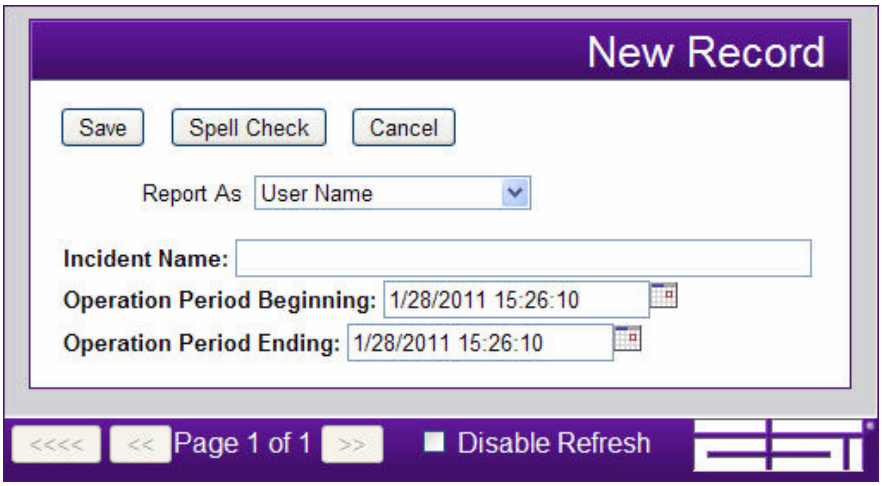


Note: The boards on your *Control Panel* will vary depending on what your agency has assigned.

3. In the *IAP Main View* window, select the **Add/Update Operational Period** button.



4. In the *New Record* window, enter a **name** for the incident in the *Incident Name* field.



5. Select the **calendar icon** to select an *Operation Period Beginning* and an *Operation Period Ending* date and time.

6. Select the **Save** button to create the new IAP.

   When the *IAP Main View* appears, you can complete the forms in any order. You do not have to complete all of the forms for any incident record.

The IAP Cover Sheet

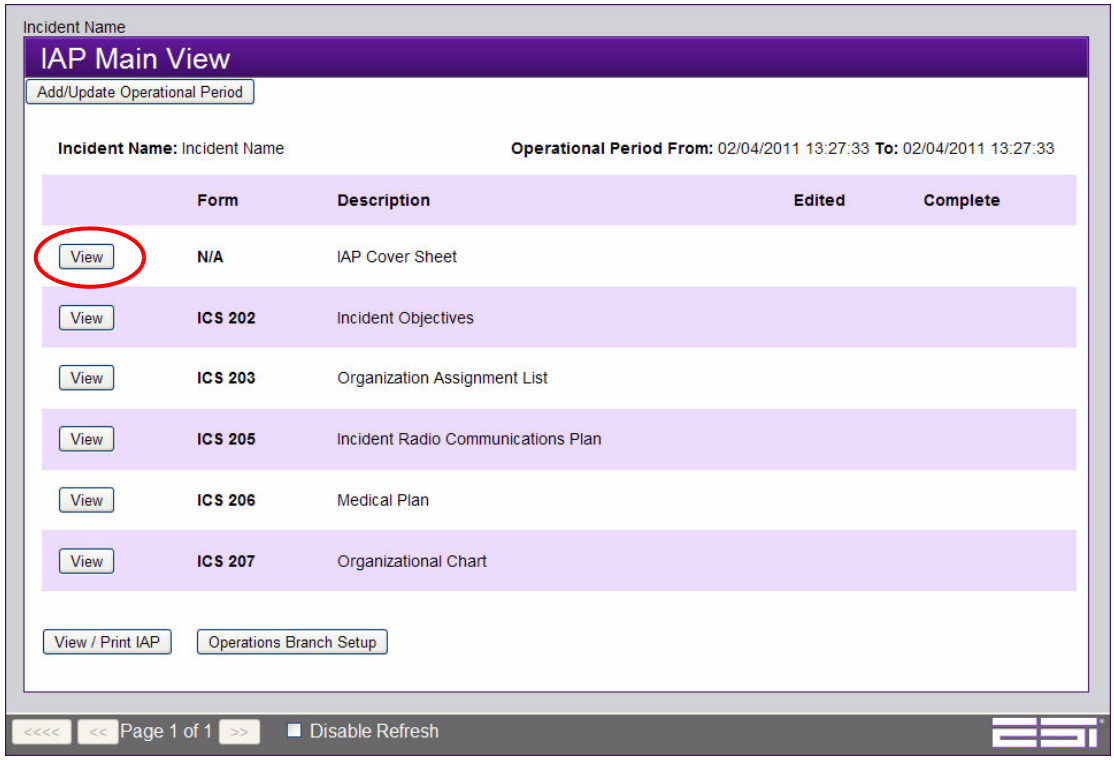
Completing the IAP Cover Sheet

To complete the *IAP Cover Sheet*, follow the steps below.

1. Log in to WebEOC *Town Square*.

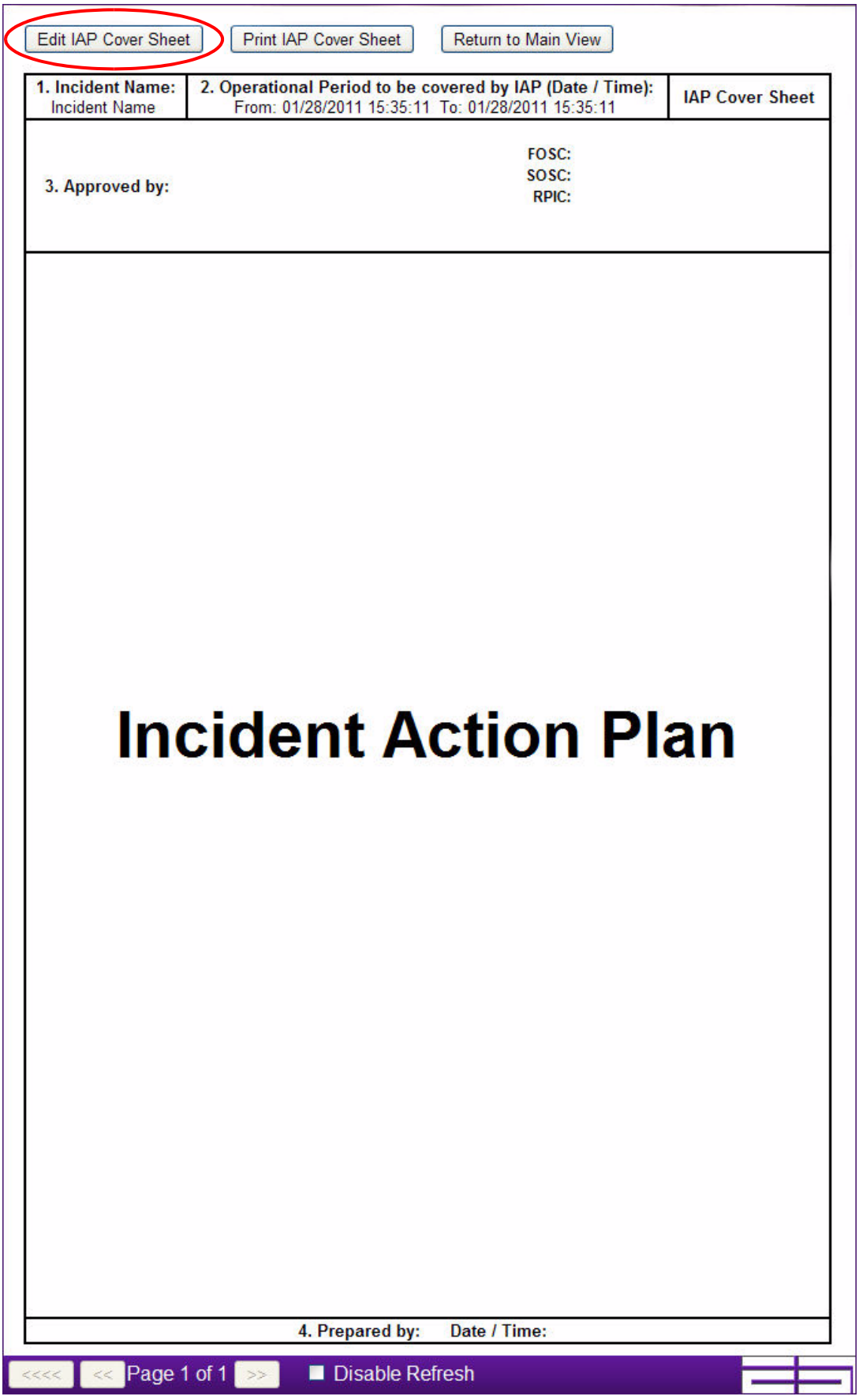
2. On the *Control Panel*, select the **IAP Builder** link.

3. When the *IAP Main View* window appears, select the **View** button next to the *IAP Cover Sheet*.

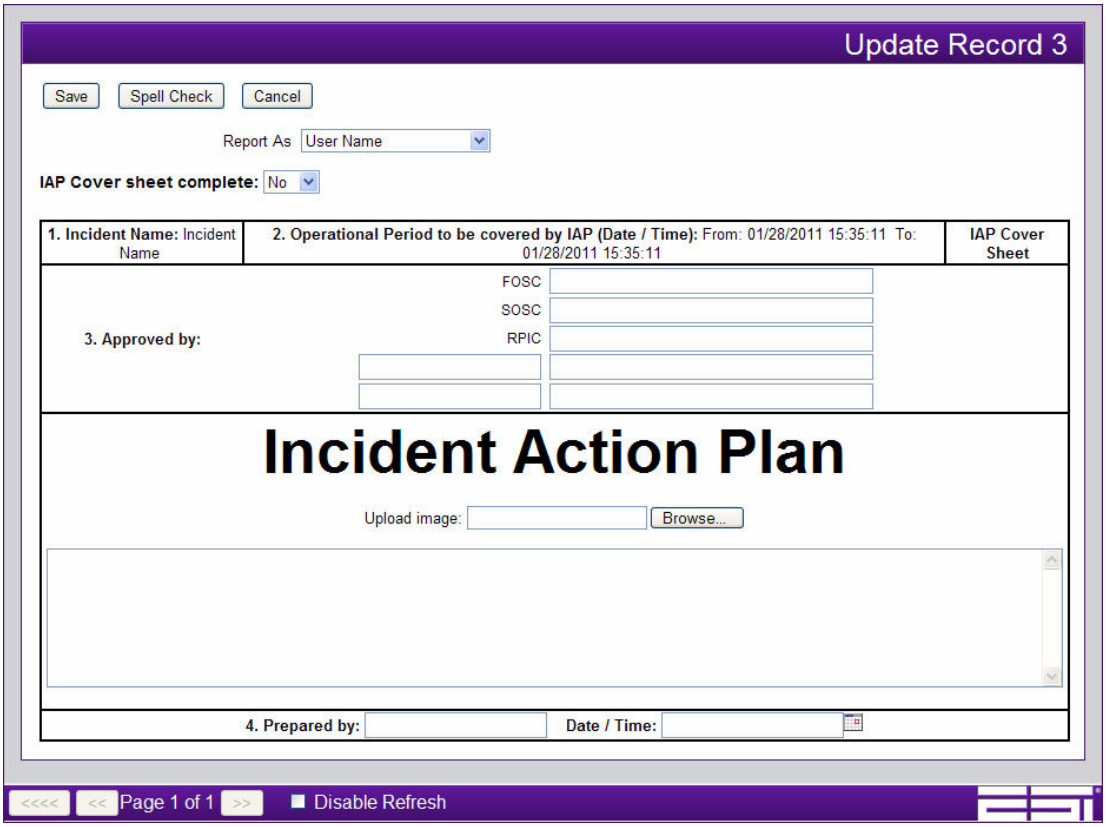


Note: The *ICS 204* does not appear on the *IAP Main View* window because it is completed within the *ICS 203*.

4. In the *IAP Cover Sheet* window, select the **Edit IAP Cover Sheet** button.



5. When the *Update Record* window appears, complete the form as applicable.



6. When you have completed the fields on the cover sheet, select the **Save** button at the top of the window.

Printing the IAP Cover Sheet

To print the *IAP Cover Sheet*, follow the steps below.

1. Log in to WebEOC *Town Square*.
2. On the *Control Panel*, select the **IAP Builder** link.
3. When the *IAP Main View* window appears, select the **View** button next to the *IAP Cover Sheet*.
4. When the *IAP Cover Sheet* appears, select the **Print IAP Cover Sheet** button at the top of the window.
5. When your print window appears, locate your printer, and select the **Print** button.

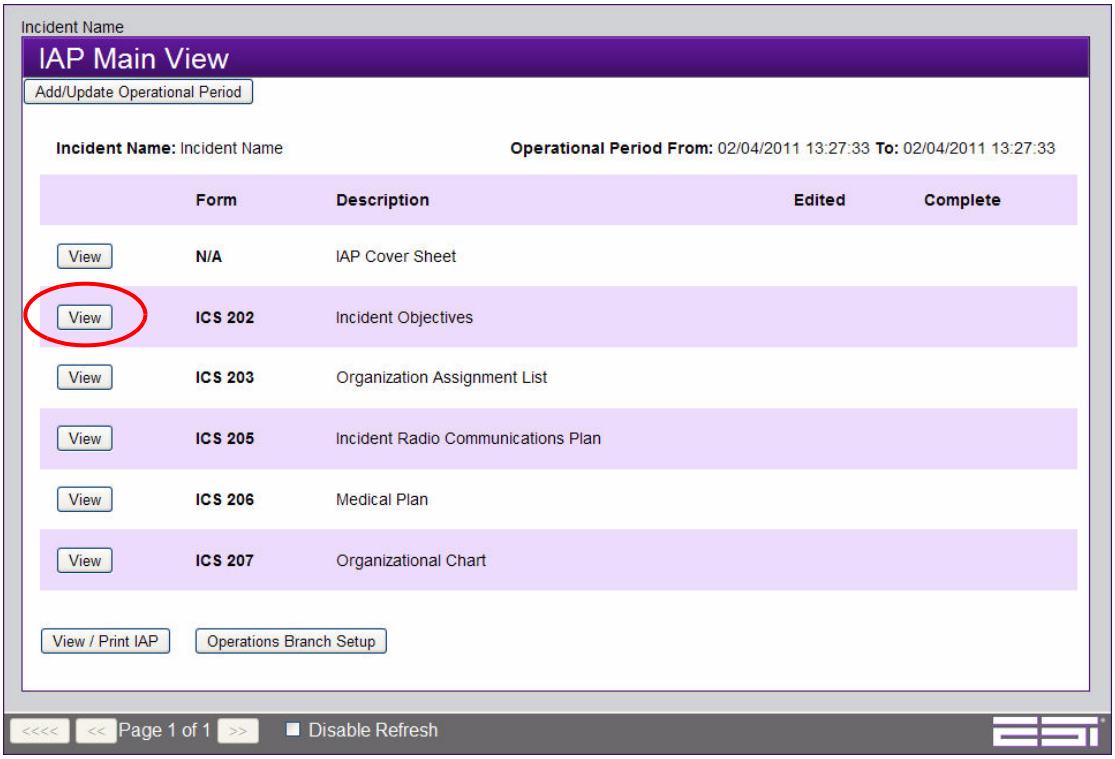
The ICS 202 Form

The *ICS 202 - Incident Objectives* form describes the basic incident strategy, control objectives, command emphasis/priorities, and safety considerations for use during the next operational period. It is typically completed by the Planning Section following each Command and General Staff Meeting conducted in preparing the *Incident Action Plan*.

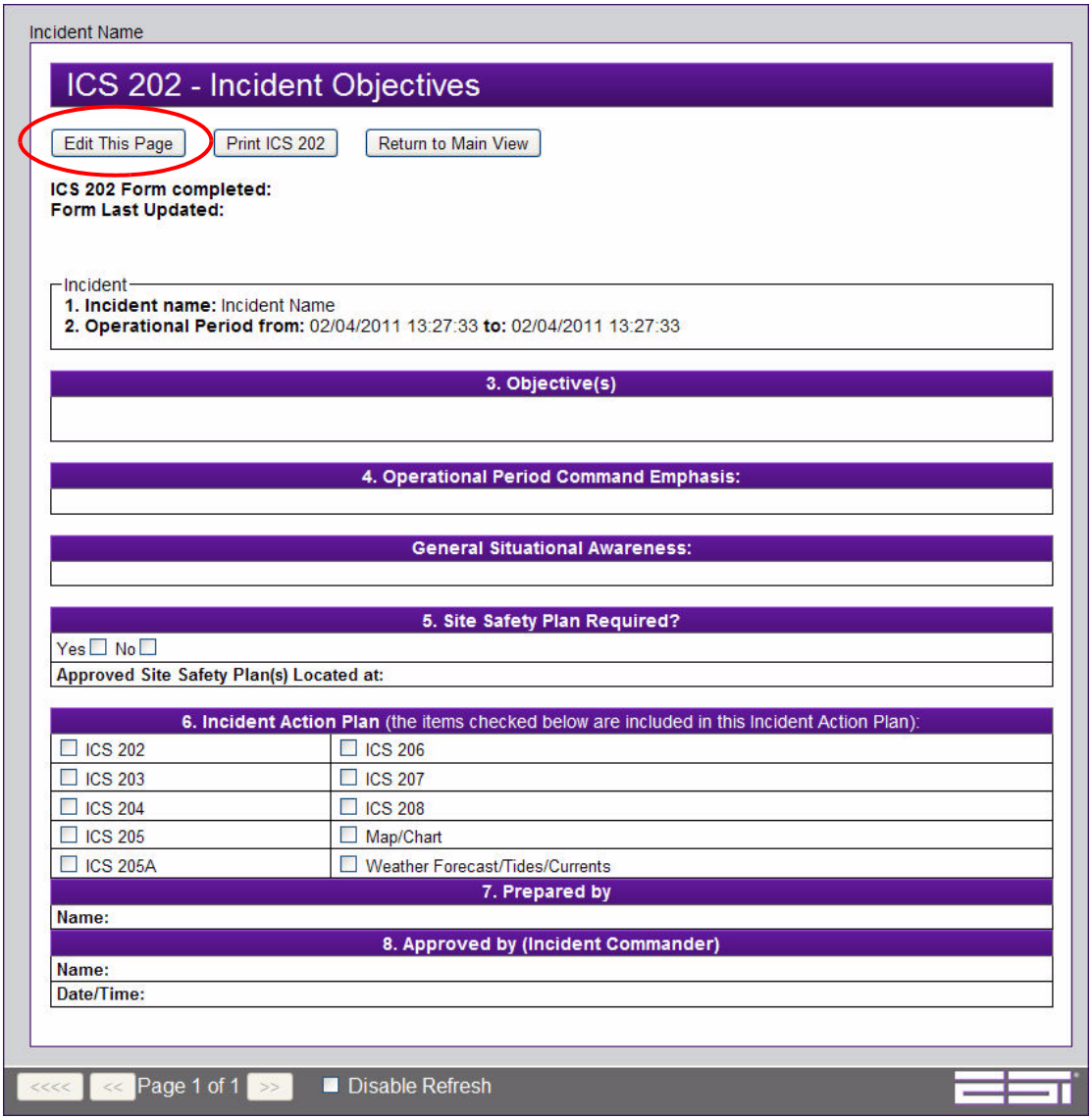
Completing the ICS 202 Form

To complete the *ICS 202 form*, follow the steps below.

1. Log in to WebEOC *Town Square*.
2. On the *Control Panel*, select the **IAP Builder** link.
3. When the *IAP Main View* window appears, select the **View** button next to the *ICS 202* link.



4. When the *ICS 202* form appears, select the **Edit This Page** button.



5. When the *Update Record* window appears, complete the fields as applicable.

6. If the *ICS 202* form is complete, select **Yes** from the drop-down list next to *ICS 202 Form completed* at the top of the window. "Yes" will appear in the *Complete* column of the *IAP Main View* window.

7. Select the **Save** button to save the *ICS 202* form, or select the **Cancel** button to abort the operation.

Editing the ICS 202 Form

To edit the *ICS 202* form, follow the steps below.

1. Log in to WebEOC *Town Square*.
2. On the *Control Panel*, select the **IAP Builder** link.
3. When the *IAP Main View* window appears, select the **View** button next to the *ICS 202* link.
4. When the *ICS 202* form appears, select the **Edit This Page** button at the top of the window.
5. When the *Update Record* window appears, make your changes to the form, and select the **Save** button.

Printing the ICS 202 Form

To print the *ICS 202* form, follow the steps below.

1. Log in to WebEOC *Town Square*.
2. On the *Control Panel*, select the **IAP Builder** link.
3. When the *IAP Main View* window appears, select the **View** button next to the *ICS 202* link.
4. When the *ICS 202* form appears, select the **Print ICS 202** button at the top of the window.
5. When your print window appears, locate your printer, and select the **Print** button.

The ICS 203 Form

The *ICS 203 - Organization Assignment List* provides ICS personnel with information on the units that are currently activated and the names of personnel staffing each position/unit. It is used to complete the Incident Organization Chart (*ICS 207*).

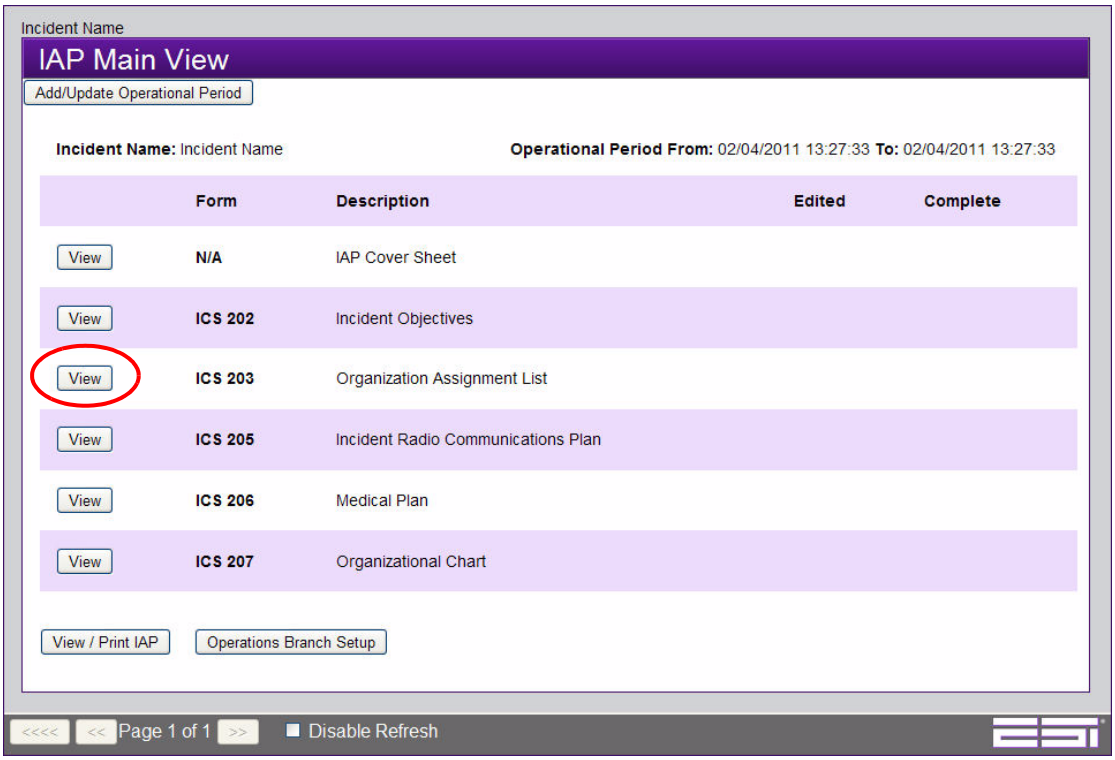
An organization will be event-specific; not all positions need to be filled. The size of the organization is dependent on the magnitude of the incident, and can be expanded or contracted as necessary.

The Resources Unit typically prepares and maintains this list under the direction of the Planning Section Chief.

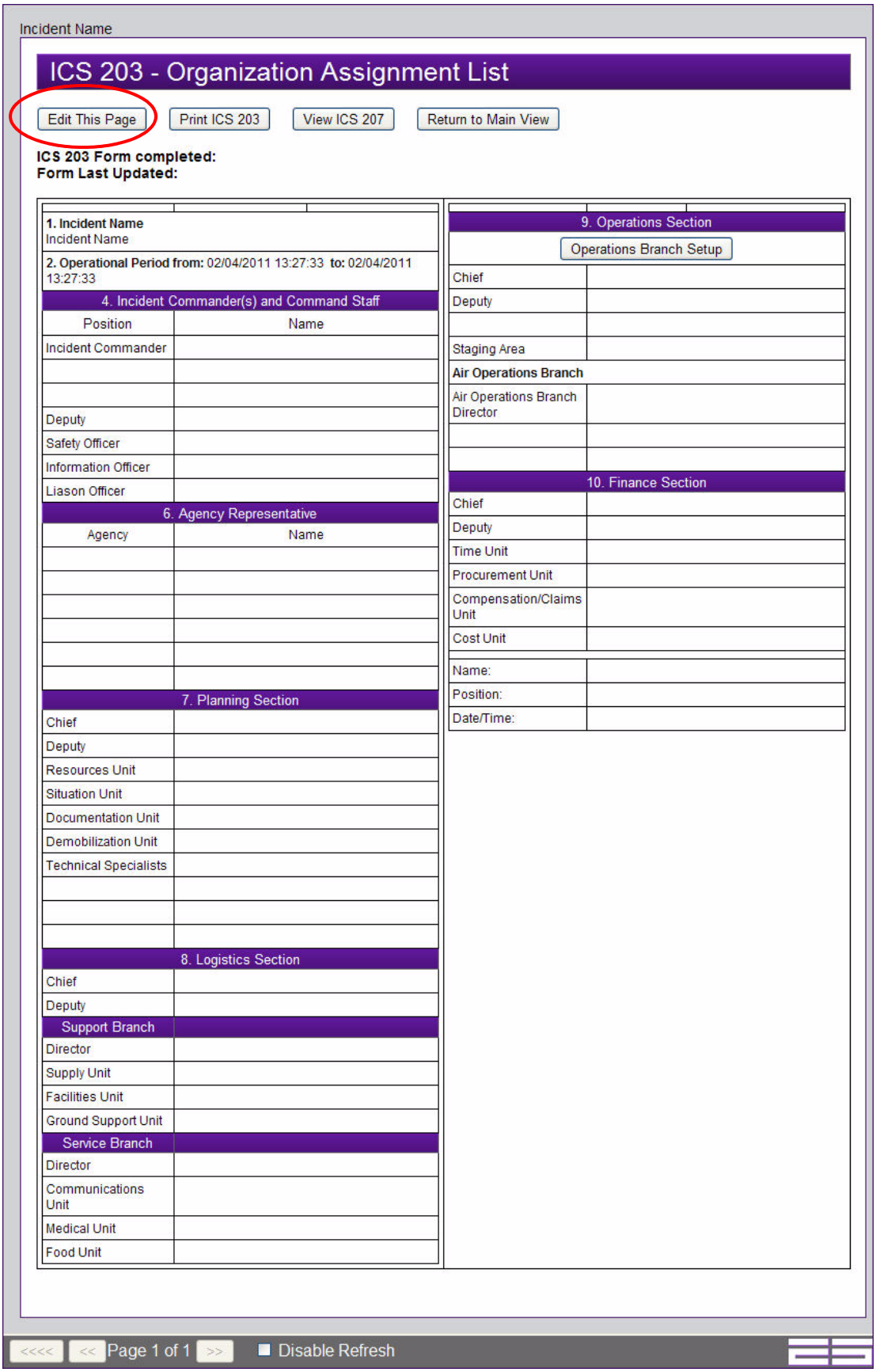
Completing the ICS 203 Form

To complete the *ICS 203* form, follow the steps below.

1. Log in to WebEOC *Town Square*.
2. On the *Control Panel*, select the **IAP Builder** link.
3. When the *IAP Main View* window appears, select the **View** button next to the *ICS 203* link.



4. When the *ICS 203* form appears, select the **Edit This Page** button.



5. When the *Update Record* window appears, complete the fields as applicable.

6. If the *ICS 203* form is complete, select **Yes** from the drop-down list next to *ICS 203 Form completed* at the top of the window. "Yes" will appear in the *Complete* column of the *IAP Main View* window.

7. Select the **Save** button to save the *ICS 203* form, or select the **Cancel** button to abort the operation.

Editing the ICS 203 Form

To edit the *ICS 203* form, follow the steps below.

1. Log in to WebEOC *Town Square*.

2. On the *Control Panel*, select the **IAP Builder** link.

3. When the *IAP Main View* window appears, select the **View** button next to the *ICS 203* link.

4. When the *ICS 203* form appears, select the **Edit This Page** button at the top of the window.

5. When the *Update Record* window appears, make your changes to the form, and select the **Save** button.

Printing the ICS 203 Form

To print the *ICS 203* form, follow the steps below.

1. Log in to WebEOC *Town Square*.

2. On the *Control Panel*, select the **IAP Builder** link.

3. When the *IAP Main View* window appears, select the **View** button next to the *ICS 203* link.

4. When the *ICS 203* form appears, select the **Print ICS 203** button at the top of the window.

5. When your print window appears, locate your printer, and select the **Print** button.

Operations Branch List (ICS 204)

The *Branch List* informs division and group supervisors of incident assignments. After the Unified Command and General Staff agree to the assignments, the assignment information is given to the appropriate divisions and groups.

The *Branch List* is typically prepared by the Resources Unit, using guidance from the ICS 202 and the Operations Section Chief. The *Branch List* must be approved by the Planning Section Chief and Operations Section Chief. When approved, it is included as part of the IAP.

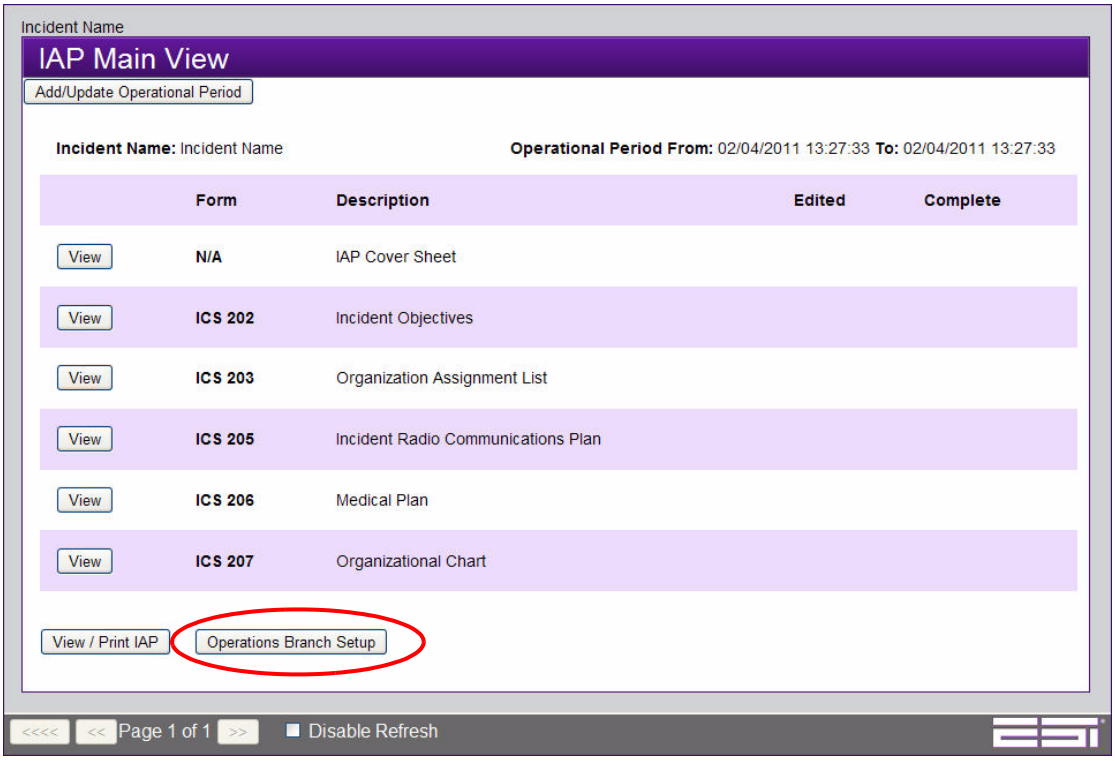
The *Branch List* is generated using the *Operations Branch Setup* button in the *IAP Main View* window. If you have not entered branch and division data, the *Branch List* window will be empty.

Adding Branches to Your Operation

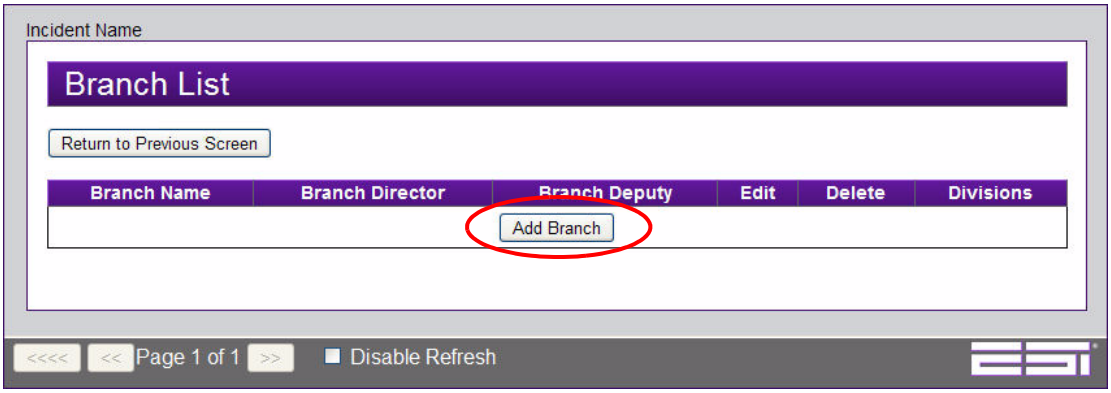
You can only add branches to the *Operations Section* of the *ICS 203* form. Air Operations is the only branch available by default.

To add branches to your operation, follow the steps below.

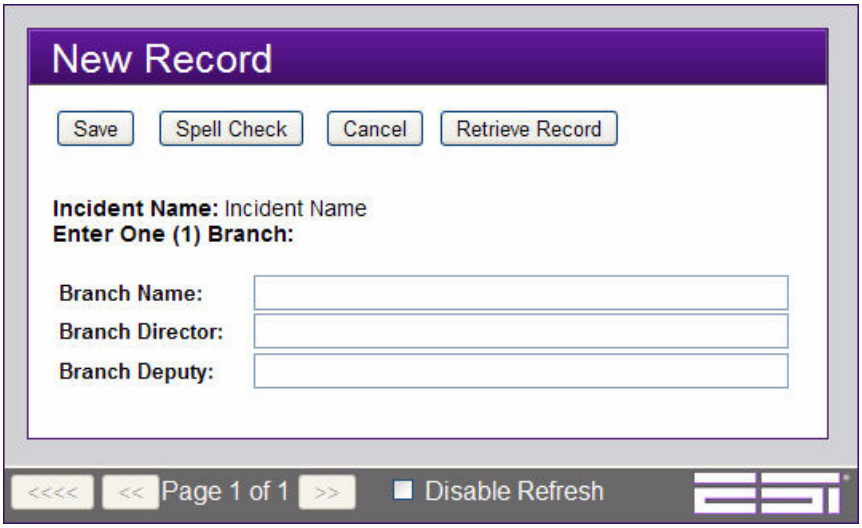
1. Log in to WebEOC *Town Square*.
2. On the *Control Panel*, select the **IAP Builder** link.
3. When the *IAP Main View* window appears, select the **Operations Branch Setup** button at the bottom of the window.



4. In the *Branch List* window, select the **Add Branch** button.



5. In the *New Record* window, enter a **name for the new branch**, the **name of the branch director**, and the **name of the branch deputy**.



6. Select the **Save** button to save the new branch to the *ICS 203* form, or select the **Cancel** button to abort the operation.

Editing a Branch

To edit the branches in your operation, follow the steps below.

1. Log in to WebEOC *Town Square*.
2. On the *Control Panel*, select the **IAP Builder** link.
3. When the *IAP Main View* window appears, select the **Operations Branch Setup** button at the bottom of the window.
4. In the *Branch List* window, select the **Edit** button in the *Edit* column.
5. When the *Update Record* window appears, make your changes to the form, and select the **Save** button.

Adding a Division to a Branch

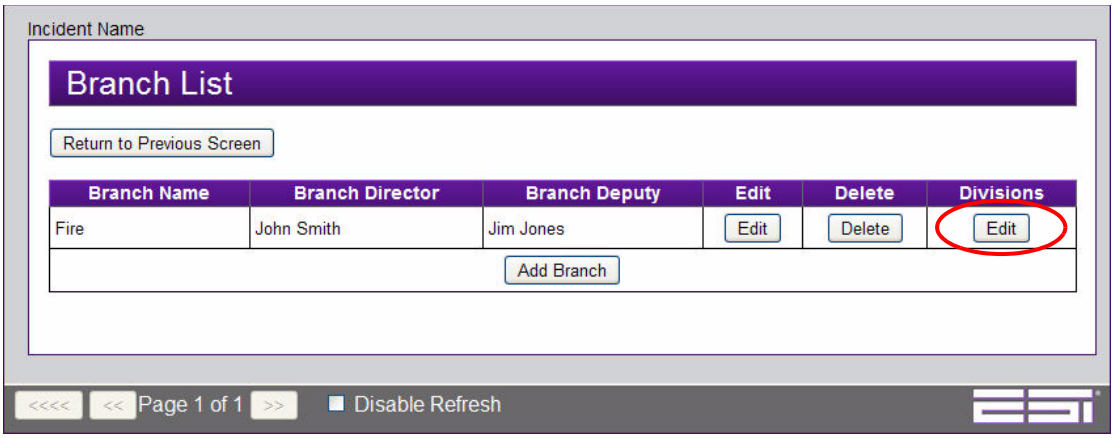
To add divisions to your existing branches, follow the steps below.

1. Log in to WebEOC *Town Square*.

2. On the *Control Panel*, select the **IAP Builder** link.

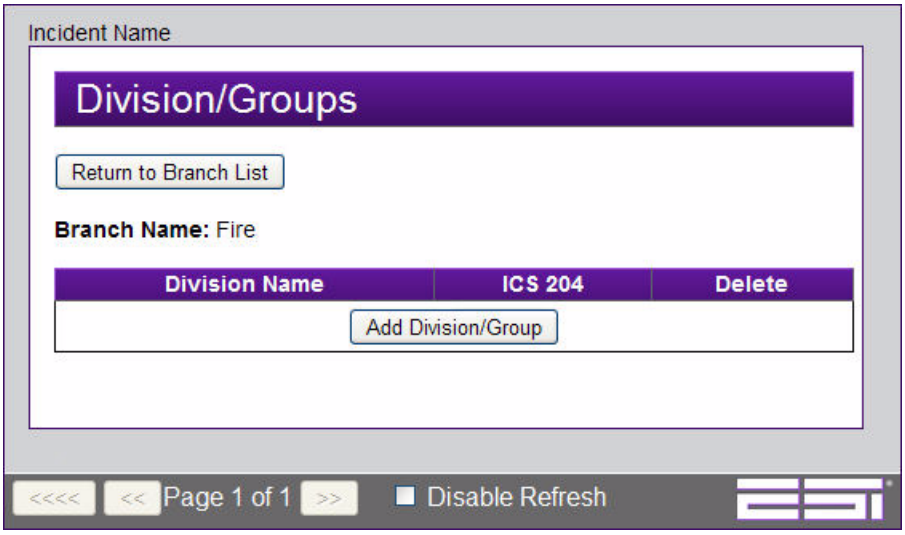
3. When the *IAP Main View* window appears, select the **Operations Branch Setup** button.

4. In the *Branch List* window, select the **Edit** button in the *Divisions* column.



Note: You must have an existing branch to add a division.

5. In the *Division/Groups* window, select the **Add Division/Group** button.



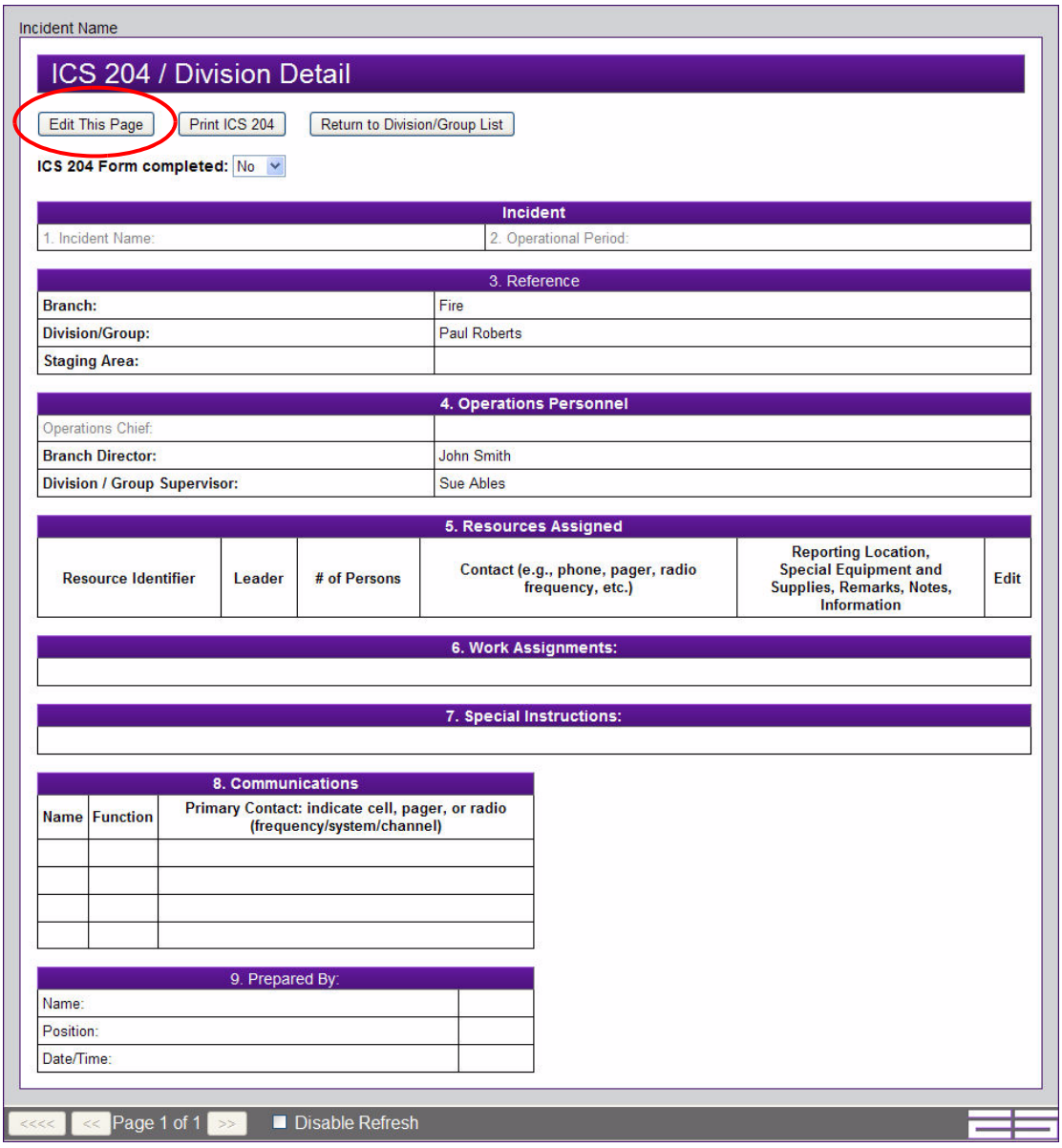
6. In the *New Record* window, enter the **name of the new division** and the **name of the division leader**.

7. Select the **Save** button to save the new division to the *ICS 203*, or select the **Cancel** button to abort the operation.

Editing a Division

To edit your operation's divisions, follow the steps below.

1. Log in to WebEOC *Town Square*.
2. On the *Control Panel*, select the **IAP Builder** link.
3. When the *IAP Main View* window appears, select the **Operations Branch Setup** button.
4. In the *Branch List* window, select the **Edit** button in the *Divisions* column.
5. In the *Division/Groups* window, select the **View** button in the *ICS 204* column.
6. When the *ICS 204 / Division Detail* window appears, select the **Edit This Page** button. Some of the fields will already be populated from data entered on the *ICS 203*.



7. When the *Update Record* window appears, edit the fields as applicable.

8. If the *ICS 204* form is complete, select **Yes** from the drop-down list next to *ICS 204 Form completed* at the top of the window.

9. When you are finished editing the *ICS 204* form, select the **Save** button to save your information, or select the **Cancel** button to abort the operation.

Removing a Division

To remove a division, follow the steps below.

1. Log in to WebEOC *Town Square*.

2. On the *Control Panel*, select the **IAP Builder** link.

3. When the *IAP Main View* window appears, select the **Operations Branch Setup** button at the bottom of the window.

4. In the *Branch List* window, select the **Edit** button in the *Divisions* column.

5. In the *Division/Groups* window, select the **Delete** button in the *Delete* column.

6. When the *Update Record* window appears, select **Yes** from the delete division drop-down list.

7. Select the **Save** button to delete the division, or select the **Cancel** button to abort the operation.

The ICS 205 Form

The *ICS 205 - Incident Radio Communications Plan* is used to provide information on all radio frequency assignments down to the Division/Group level for each operational period. It lists methods of contact for personnel assigned to the incident (radio frequencies, phone numbers, pager numbers, etc.).

The *ICS 205* is typically prepared by the Communications Unit Leader and given to the Planning Section Chief.

Some information on this form is populated from data entered on the *ICS 203* form.

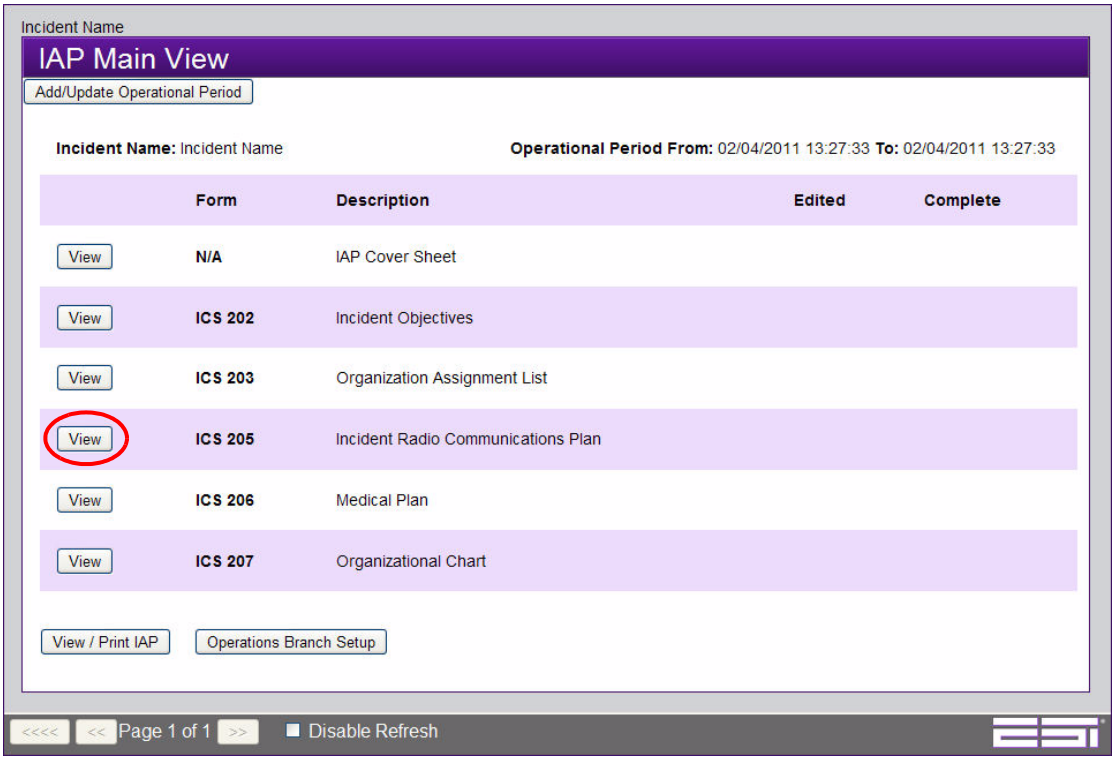
Completing the ICS 205 Form

To complete the *ICS 205* form, follow the steps below.

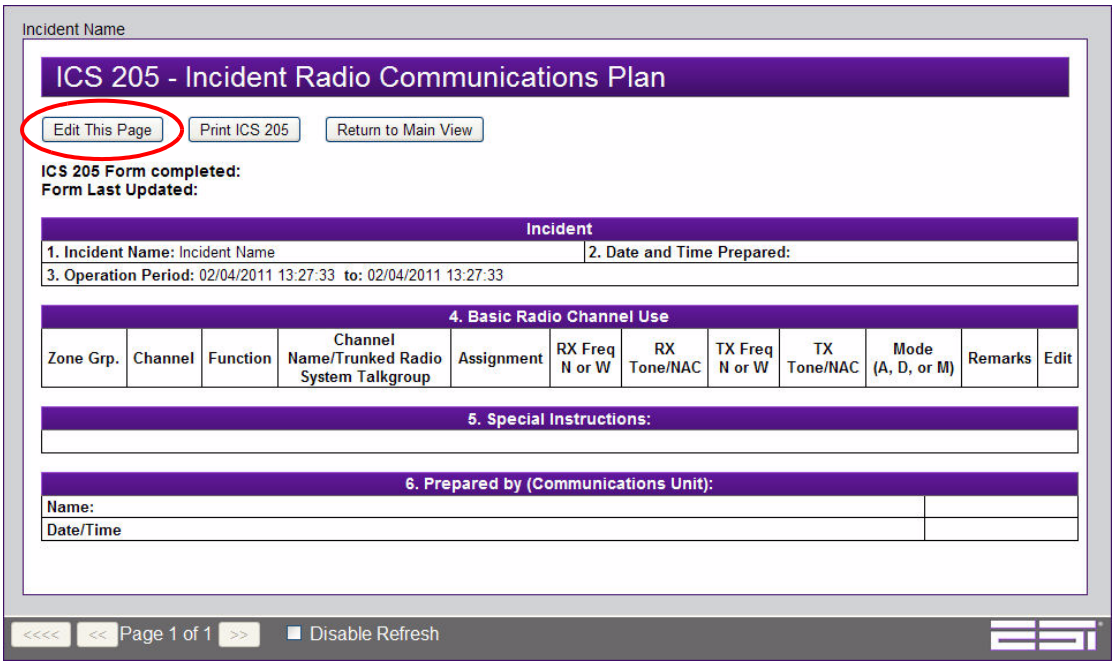
1. Log in to WebEOC *Town Square*.

2. On the *Control Panel*, select the **IAP Builder** link.

3. When the *IAP Main View* window appears, select the **View** button next to the *ICS 205* link.



4. When the *ICS 205* form appears, select the **Edit This Page** button.



5. When the *Update Record* window appears, complete the fields as applicable.

6. If the *ICS 205* is complete, select **Yes** from the *ICS 205 Form completed* drop-down list at the top of the window. "Yes" will appear in the *Complete* column of the *IAP Main View* window.

7. When you are finished editing the *ICS 205* form, select the **Save** button to save your information, or select the **Cancel** button to abort the operation.

Printing the ICS 205 Form

To print the *ICS 205* form, follow the steps below.

1. Log in to WebEOC *Town Square*.

2. On the *Control Panel*, select the **IAP Builder** link.

3. When the *IAP Main View* window appears, select the **View** button next to the *ICS 205* link.

4. When the *ICS 205* form appears, select the **Print ICS 205** button at the top of the window.

5. When your print window appears, locate your printer, and select the **Print** button.

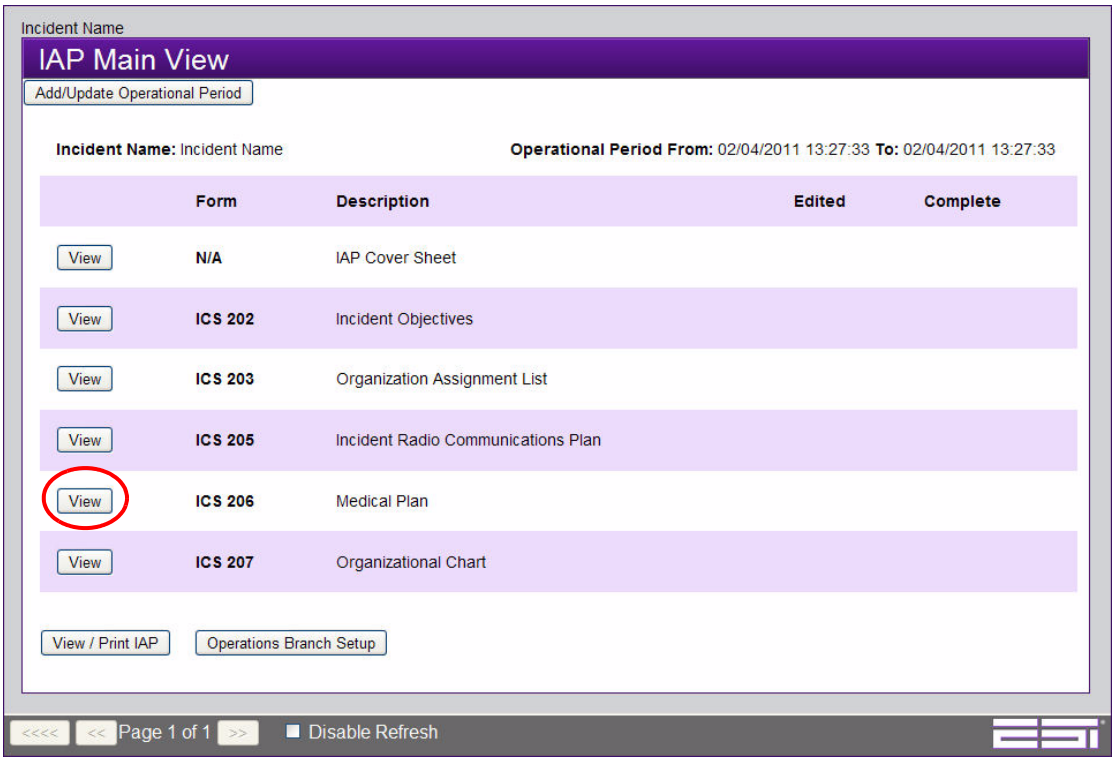
The ICS 206 Form

The *ICS 206 - Medical Plan* provides information on incident medical aid stations, transportation services, hospitals, and medical emergency procedures. It is typically prepared by the Medical Unit Leader and reviewed by the Safety Officer.

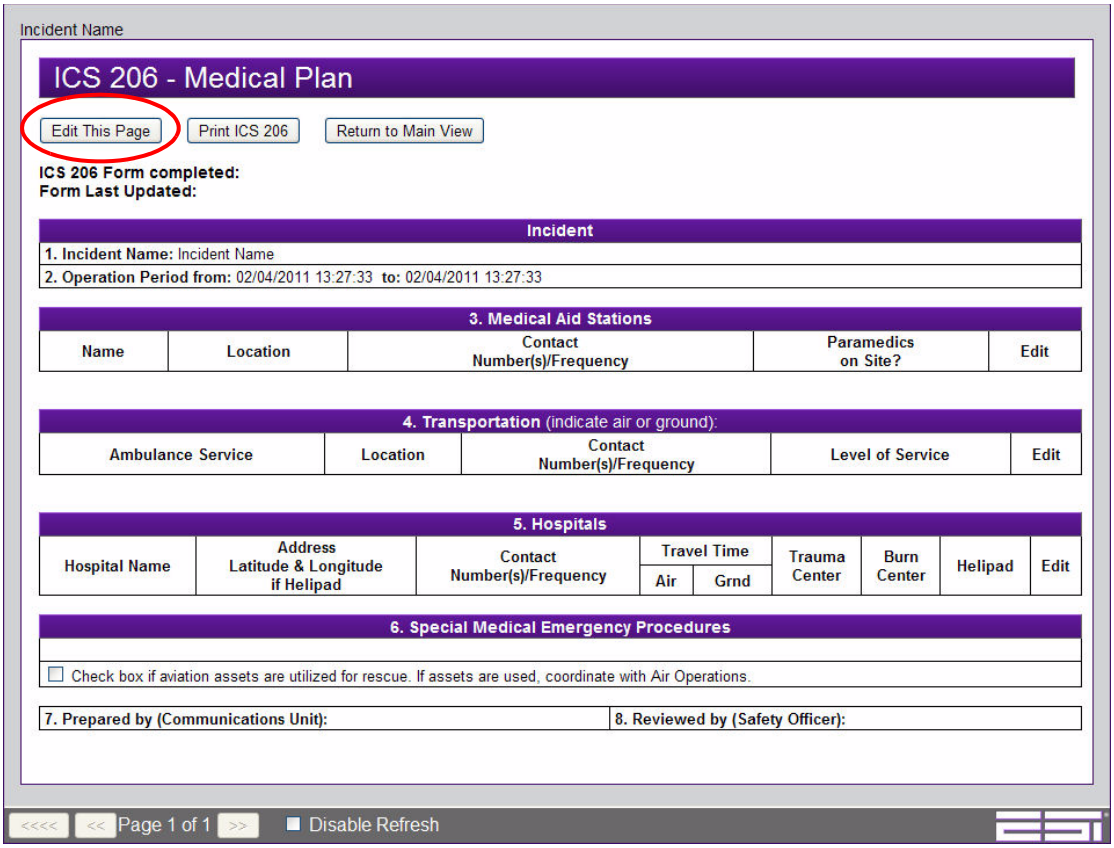
Completing the ICS 206 Form

To complete the *ICS 206* form, follow the steps below.

1. Log in to WebEOC *Town Square*.
2. On the *Control Panel*, select the **IAP Builder** link.
3. When the *IAP Main View* window appears, select the **View** button next to the *ICS 206* link.



4. When the *ICS 206* form appears, select the **Edit This Page** button at the top of the window.



5. When the *Update Record* window appears, complete the fields as applicable.

6. If the *ICS 206* is complete, select **Yes** from the *ICS 206 Form completed* drop-down list at the top of the window."Yes" will appear in the *Complete* column of the *IAP Main View* window.

7. When you are finished editing the *ICS 206* form, select the **Save** button to save your information, or select the **Cancel** button to abort the operation.

Printing the ICS 206 Form

To print the *ICS 206* form, follow the steps below.

1. Log in to WebEOC *Town Square*.

2. On the *Control Panel*, select the **IAP Builder** link.

3. When the *IAP Main View* window appears, select the **View** button next to the *ICS 206* link.

4. When the *ICS 206* form appears, select the **Print ICS 206** button at the top of the window.

5. When your print window appears, locate your printer, and select the **Print** button.

The ICS 207 Form

The *ICS 207 - Organizational Chart* provides ICS personnel with information on the units that are currently activated and the names of personnel staffing each position/unit. An organization will be event-specific—not all positions need to be filled. The size of the organization is dependent on the magnitude of the incident and can be expanded or contracted as necessary.

The Resources Unit typically prepares and maintains this chart under the direction of the Planning Section Chief. The *ICS-203* is used to help complete the Organizational Chart. To make changes to the *ICS 207*, you must make changes to the *ICS 203*.

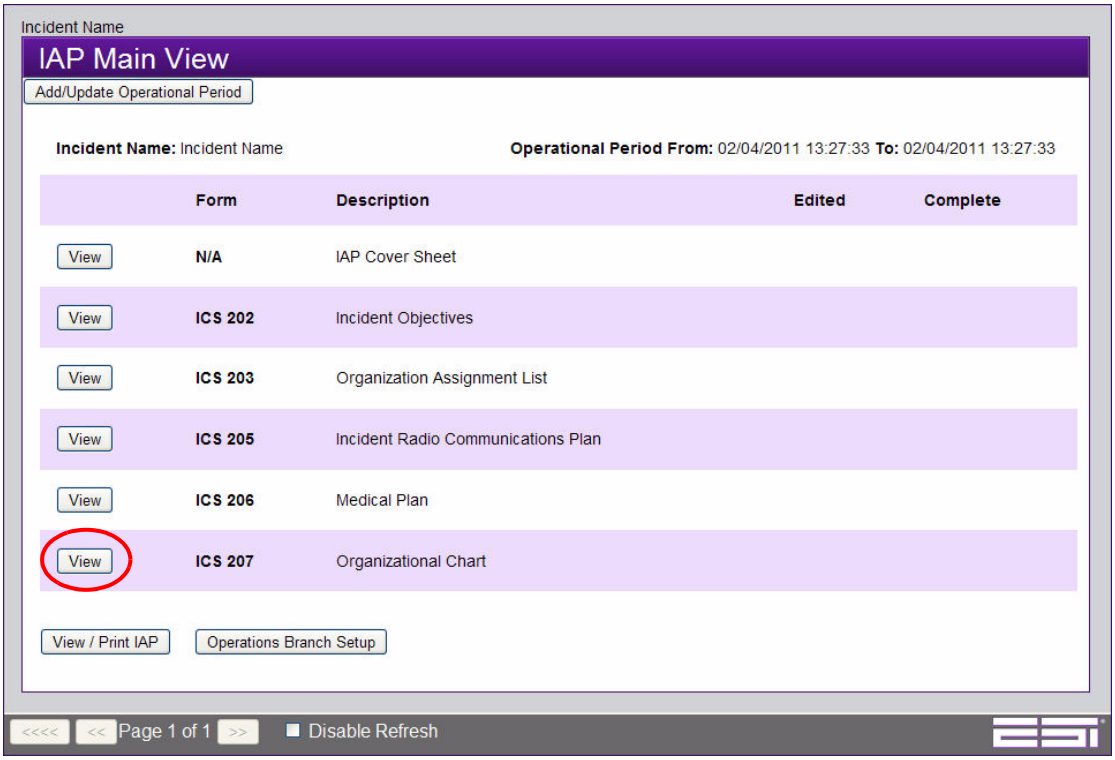
Completing the ICS 207 Form

To complete the *ICS 207* form, follow the steps below.

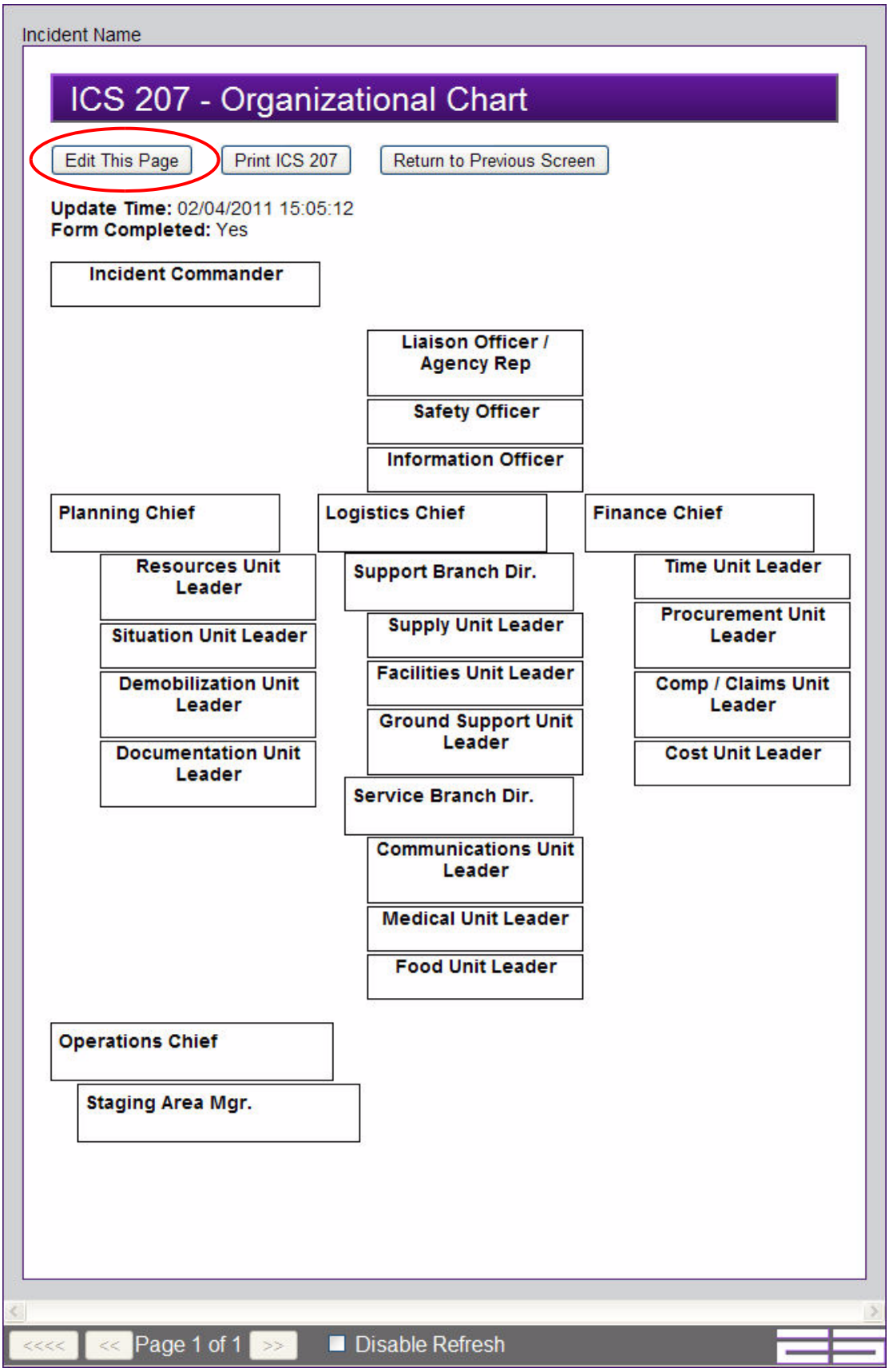
1. Log in to WebEOC *Town Square*.

2. On the *Control Panel*, select the **IAP Builder** link.

3. When the *IAP Main View* window appears, select the **View** button next to the *ICS 207* link.



4. When the *ICS 207* form appears, select the **Edit This Page** button.



5. When you are redirected to the *ICS 203* form, make your changes.

6. Select the **Save** button to save your changes, or select the **Cancel** button to abort the operation.

   Note: For additional instructions on editing the *ICS 203* form, see "The ICS 203 Form" section in this chapter.

Printing the ICS 207 Form

To print the *ICS 207* form, follow the steps below.

1. Log in to WebEOC *Town Square*.

2. On the *Control Panel*, select the **IAP Builder** link.

3. When the *IAP Main View* window appears, select the **View** button next to the *ICS 207* link.

4. When the *ICS 207* form appears, select the **Print ICS 207** button at the top of the window.

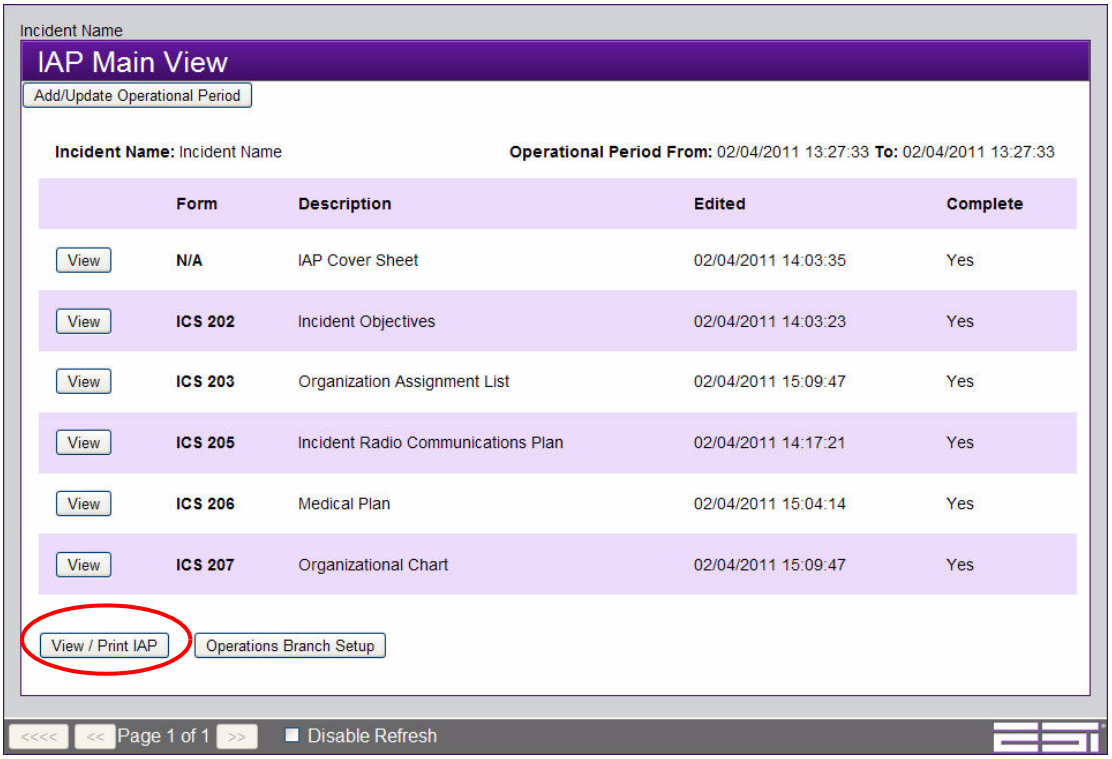
5. When your print window appears, locate your printer, and select the **Print** button.

Printing a Completed IAP

You can print a completed IAP without publishing it.

To print a completed IAP, follow the steps below.

1. Log in to WebEOC *Town Square*.
2. On the *Control Panel*, select the **IAP Builder** link.
3. When the *IAP Main View* window appears, select the **View/Print IAP** button.



4. When the *IAP Main View* window appears, select the **View / Print IAP Master View** button.
5. When your print window appears, locate your printer, and select the **Print** button.
6. If you want to print a PDF, select the **Print PDF** button at the top of the window. The PDF will be automatically generated. Make sure to save the PDF to your desired location.

Printing Tips for Common Browsers

When printing the ICS forms, if the form runs off the page horizontally, adjust your margins in your Internet browser.

For Internet Explorer® 7, go to **Page Setup** under the *Print* menu. From here, you can adjust your left, right, top, and bottom margins. Remember, this will affect all pages you print from in Internet Explorer®.

For Mozilla® Firefox® 2, go to **File | Page Setup**, and select the **Margins & Header/ Footer** tab. From here, you can adjust your left, right, top, and bottom margins. Remember, this will affect all pages your print from Firefox.

Publishing a Completed IAP

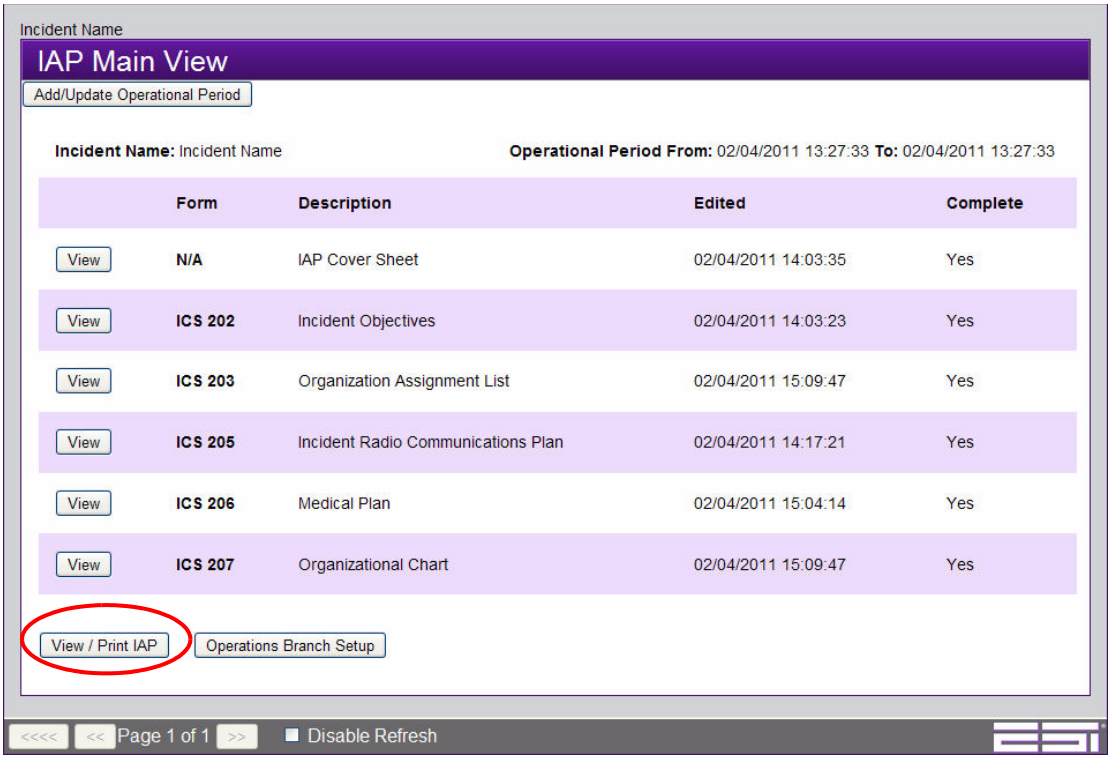
When you have completed your IAP, you can publish it to the *Incident Action Plan (Published)* board. Publishing your IAP will allow you to keep a historical record of each IAP for an operational period. After you publish the IAP, it can no longer be edited. The *Incident Action Plan (Published)* board will house all of your published IAPs.

To publish a completed IAP, follow the steps below.

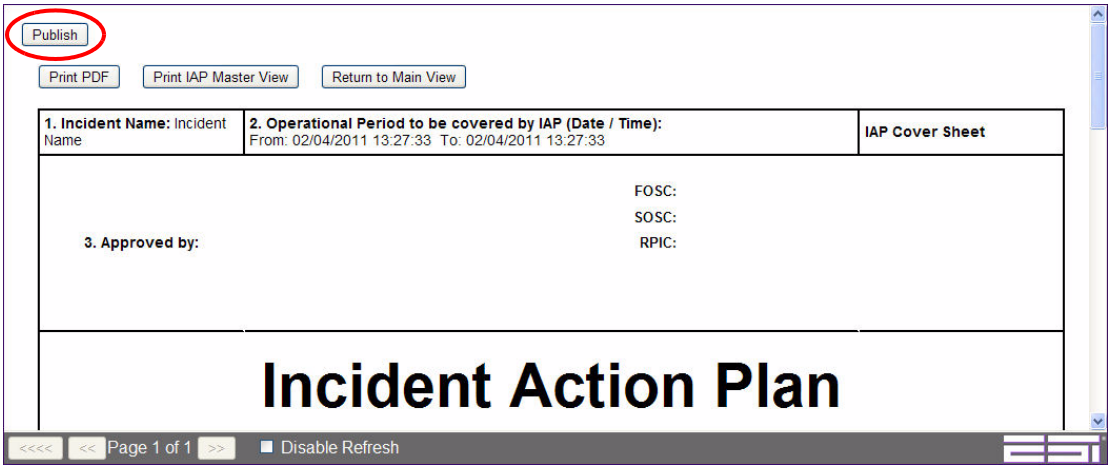
1. Log in to WebEOC *Town Square*.

2. On the *Control Panel*, select the **IAP Builder** board.

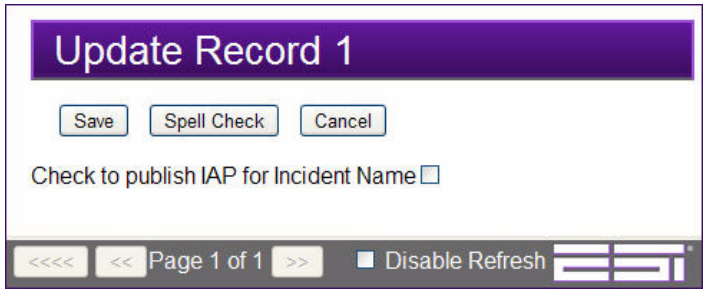
3. When the *IAP Main View* window appears, select the **View / Print IAP** button at the bottom of the window.



4. When the IAP appears, select the **Publish** button.



5. When the *Update Record* window appears, select the **Check to publish IAP for [Your Incident's Name]** checkbox.



6. Select the **Save** button to publish the IAP, or select the **Cancel** button to abort the operation.

   The published IAP will move from the *IAP Builder* board to the *Incident Action Plans (Published)* board.

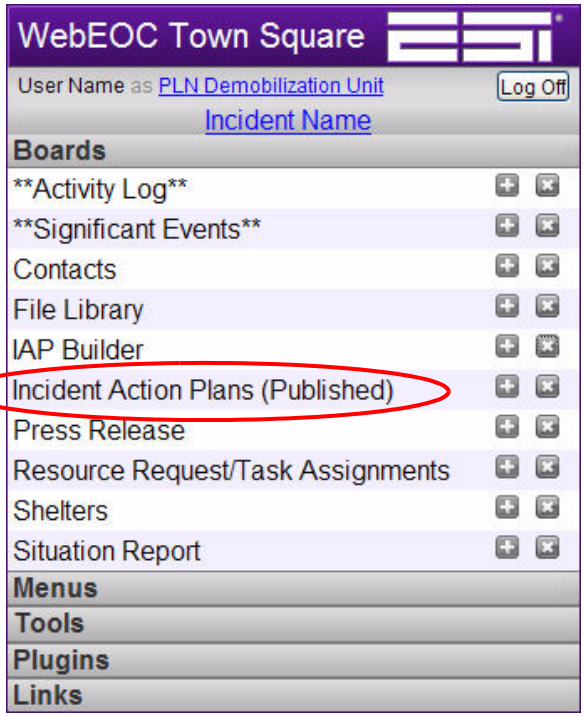
   Note: Published IAPs cannot be edited. However, they can be deleted. See the "Deleting a Published IAP" section in this chapter.

Printing a Published IAP

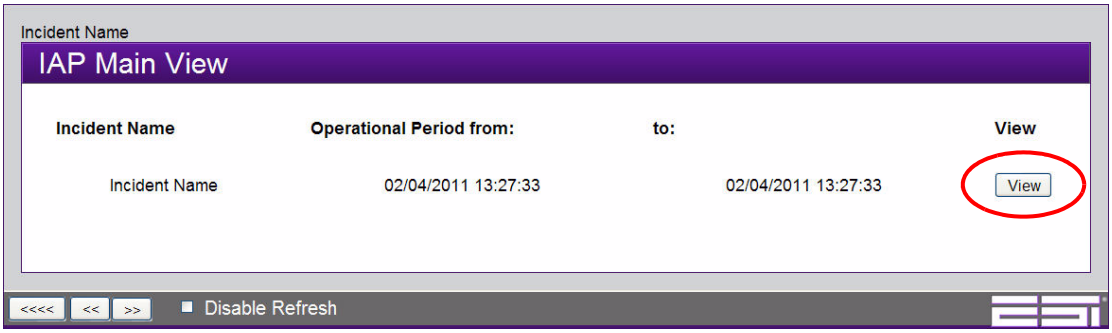
To print a published IAP, follow the steps below.

1. Log in to WebEOC *Town Square*.

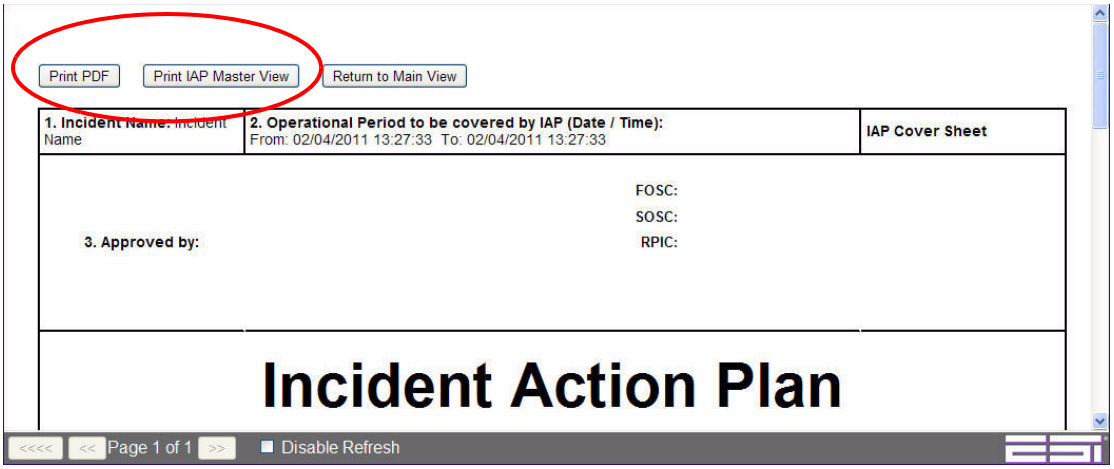
2. On the *Control Panel*, select the **Incident Action Plans (Published)** board.



3. When the *IAP Main View* window appears, select the **View** button next to the IAP you want to print.



4. When the IAP appears, select the **Print IAP Master View** button, or select the **Print PDF** button.



5. If you select the **Print PDF** button, the PDF will be automatically generated. Be sure to save the PDF to your desired location.

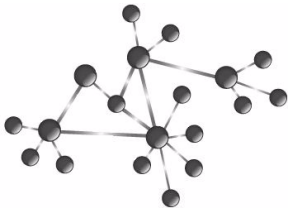
6. If you select the **Print IAP Master View** button, your print window will appear. Locate your printer, and select the **Print** button.

Deleting a Published IAP

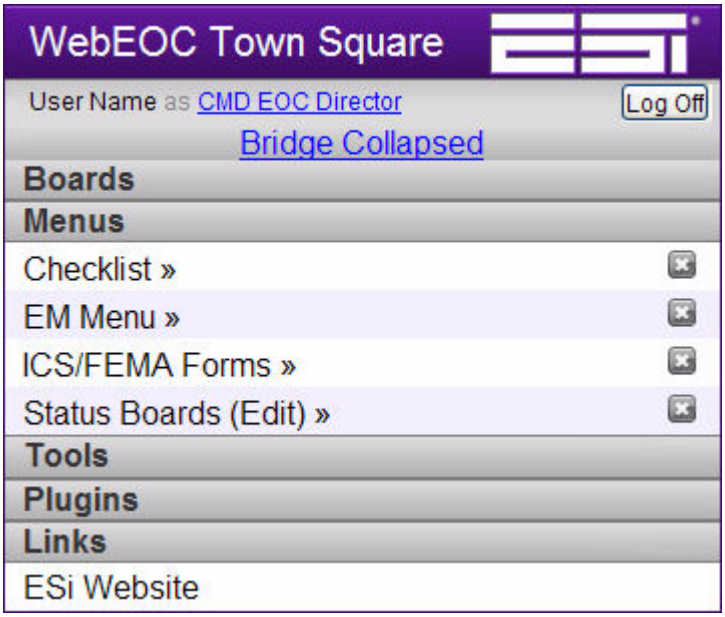
You can only delete an IAP if you have the proper permissions configured.

Deleting an IAP is performed in the *Menus* section of the *Control Panel*. See *Chapter 5: Menus and Links* for detailed instructions on deleting an IAP.

Chapter 5: Menus and Links



Introduction



Menus give you an easy way to access multiple boards, plug-ins, links, and other menu items that are grouped under a single link on the *Control Panel*. When you select the menu title, a list of items will open in a new window or sub-menu that is similar in appearance and functionality to the *Control Panel*.

Menus on the *Control Panel* are appended with a double-arrow icon. Sub-menus are accessed by selecting the menu title. Menus can be closed by selecting the X button next to the menu title. Once a sub-menu is open, the X on the *Control Panel* will appear in red to confirm the menu is active. If a menu contains a board, the board link on the sub-menu and the link on the *Control Panel* will change to red when new information has been posted to the board.

Links allow you to access a system, a Web site, or a particular file. The link typically opens a new window displaying the external system or Web site. See your WebEOC® *Town Square*™ administrator for access to additional links.

Town Square Menus

Menus are a convenient way to group the board views you use most often to complete tasks. Multiple *Menus* can be created to help you quickly access boards, tools, and plug-ins. *Menus* also keep the *Control Panel* more streamlined for easy navigation.

Town Square provides a set of menus that are already configured to support a position-specific information process flow.

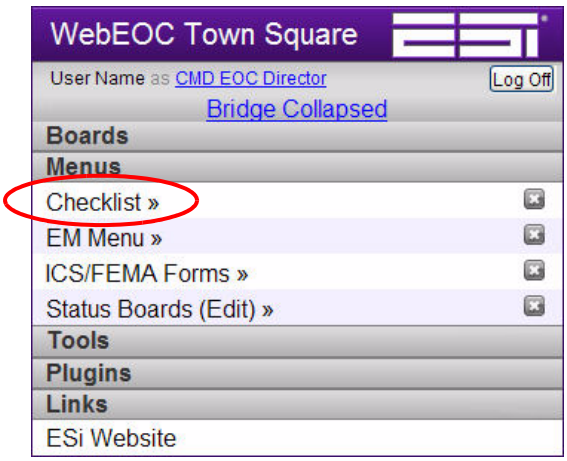
Checklist

The *Checklist* menu allows users to create and edit checklists in the *Checklist Builder* and document the completion of activities in the *Checklist* board.

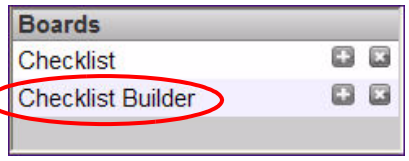
Building the Checklist

To build and edit the checklist, follow the steps below.

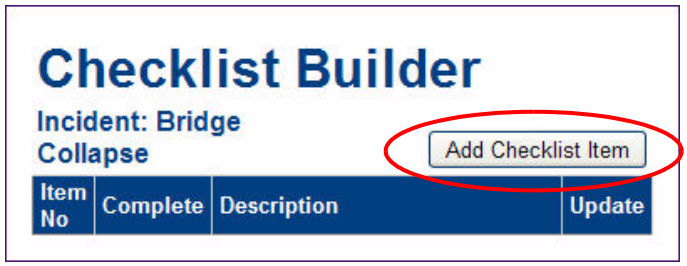
1. On the *Control Panel*, select the **Checklist** link in the *Menus* section.



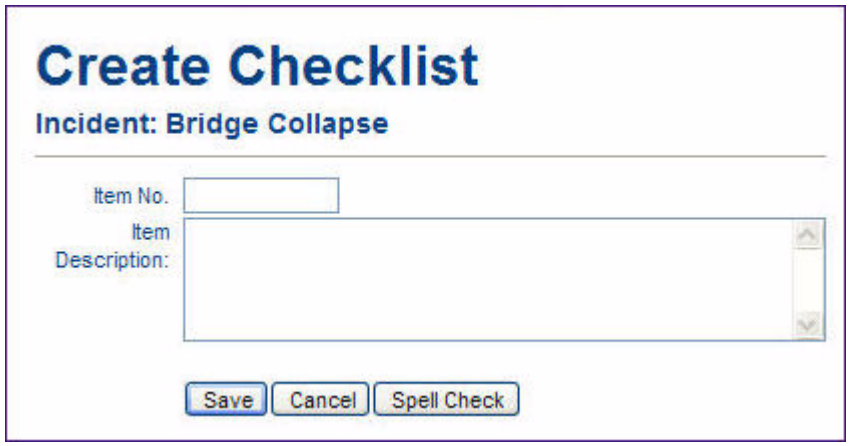
2. Select the **Checklist Builder** link in the *Boards* sub-menu.



3. Select the **Add Checklist Item** button.



4. In the *Create Checklist* window, enter the **Item No.** and **Item Description**.



5. Repeat these steps to **add** more items to the checklist.

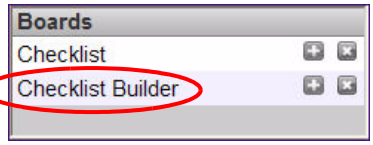
6. Select the **Save** button to save the checklist item, or select the **Cancel** button to abort the operation. The checklist list items will appear in the *Checklist* board.

Updating a Checklist

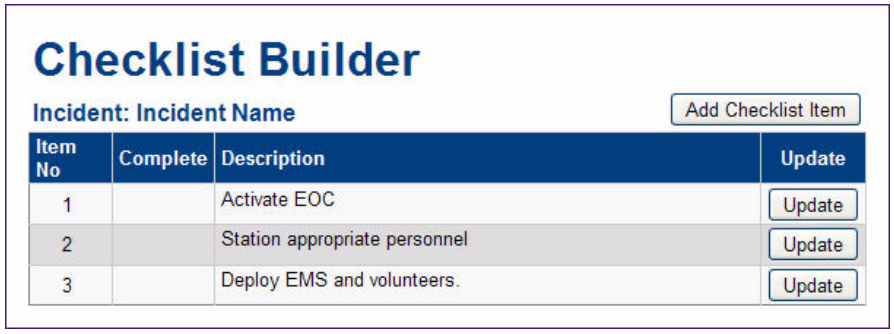
To update a checklist, follow the steps below.

1. On the *Control Panel*, select the **Checklist** link in the *Menus* section.

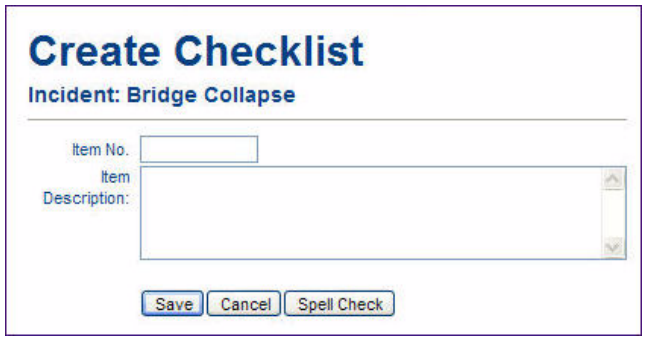
2. Select the **Checklist Builder** link in the *Boards* sub-menu.



3. In the *Checklist Builder* window, select the **Update** button next to a checklist item to update it, or select the **Add Checklist Item** button to add additional steps to this checklist.



4. If you select the *Add Checklist Item* button, enter the new **item** in the *Create Checklist* window.



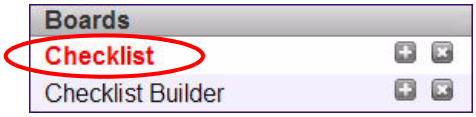
5. Select the **Save** button to save your changes, or select the **Cancel** button to abort the operation.

Completing a Checklist Item

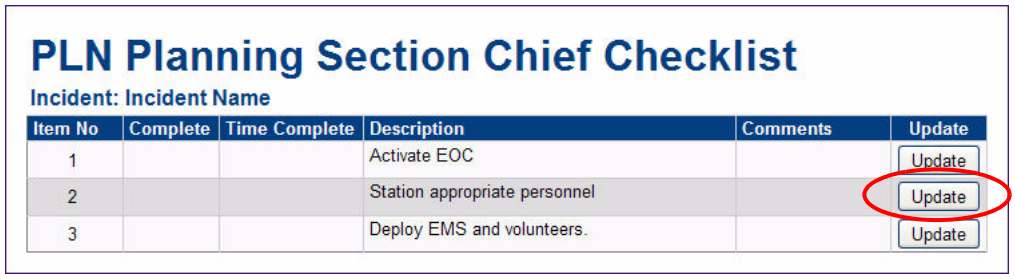
To complete a checklist item, follow the steps below.

1. On the *Control Panel*, select the **Checklist** link in the *Menus* section.

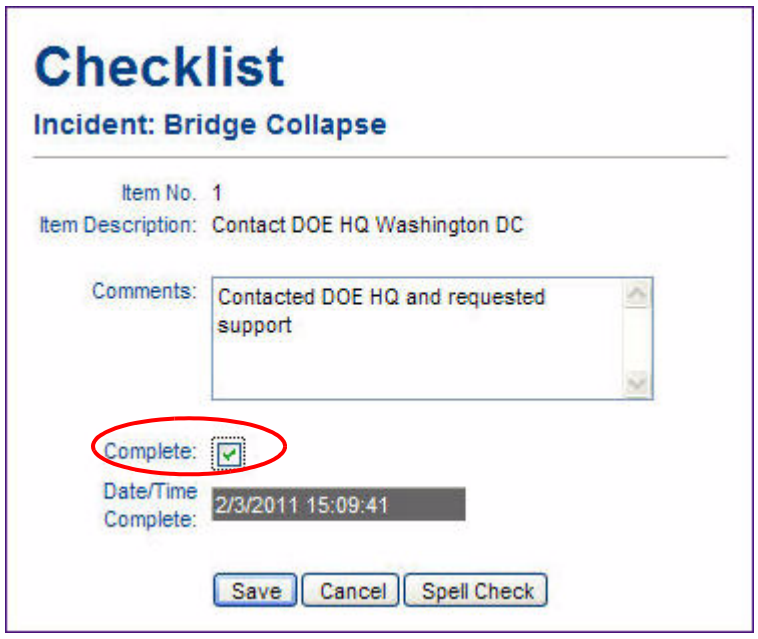
2. Select the **Checklist** link in the *Boards* sub-menu.



3. Select the **Update** button from the *Checklist* display window.



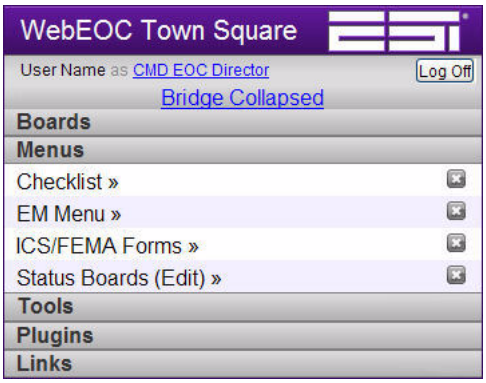
4. In the checklist window, enter any **comments** about this checklist item in the *Comments* field, and select the **Complete** checkbox. The date and time will automatically populate the gray field.

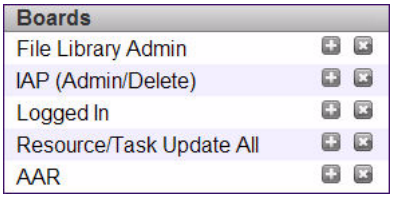


5. Select the **Save** button to save your changes, or select **Cancel** to abort the operation. The completed checklist item will be displayed on the *Checklist* board.

EM Menu

The *EM Menu* contains the boards a position will use to track and document response activities from a management or administrative level.





The following boards are accessible within the *EM Menu*.

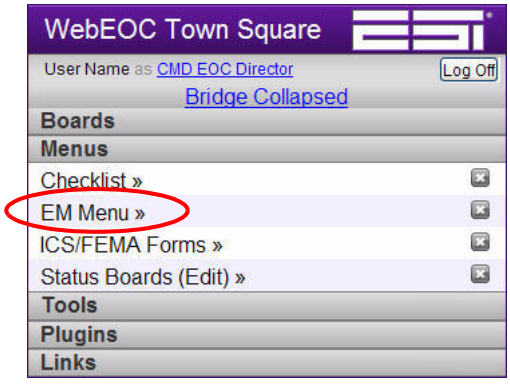
- *File Library Admin*
- *IAP (Admin/Delete)*
- *Logged In*
- *Resource/Task Update All*
- *AAR* (After Action Report Management View)

AAR

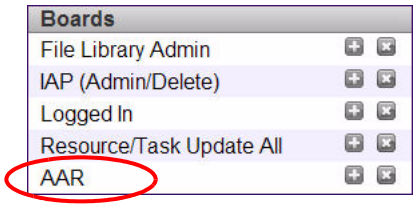
Adding an AAR Entry

To add an entry to the *AAR* board, follow the steps below.

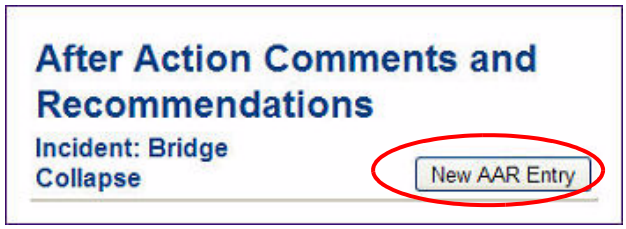
1. On the *Control Panel*, select the **EM Menu** link in the *Menus* section.



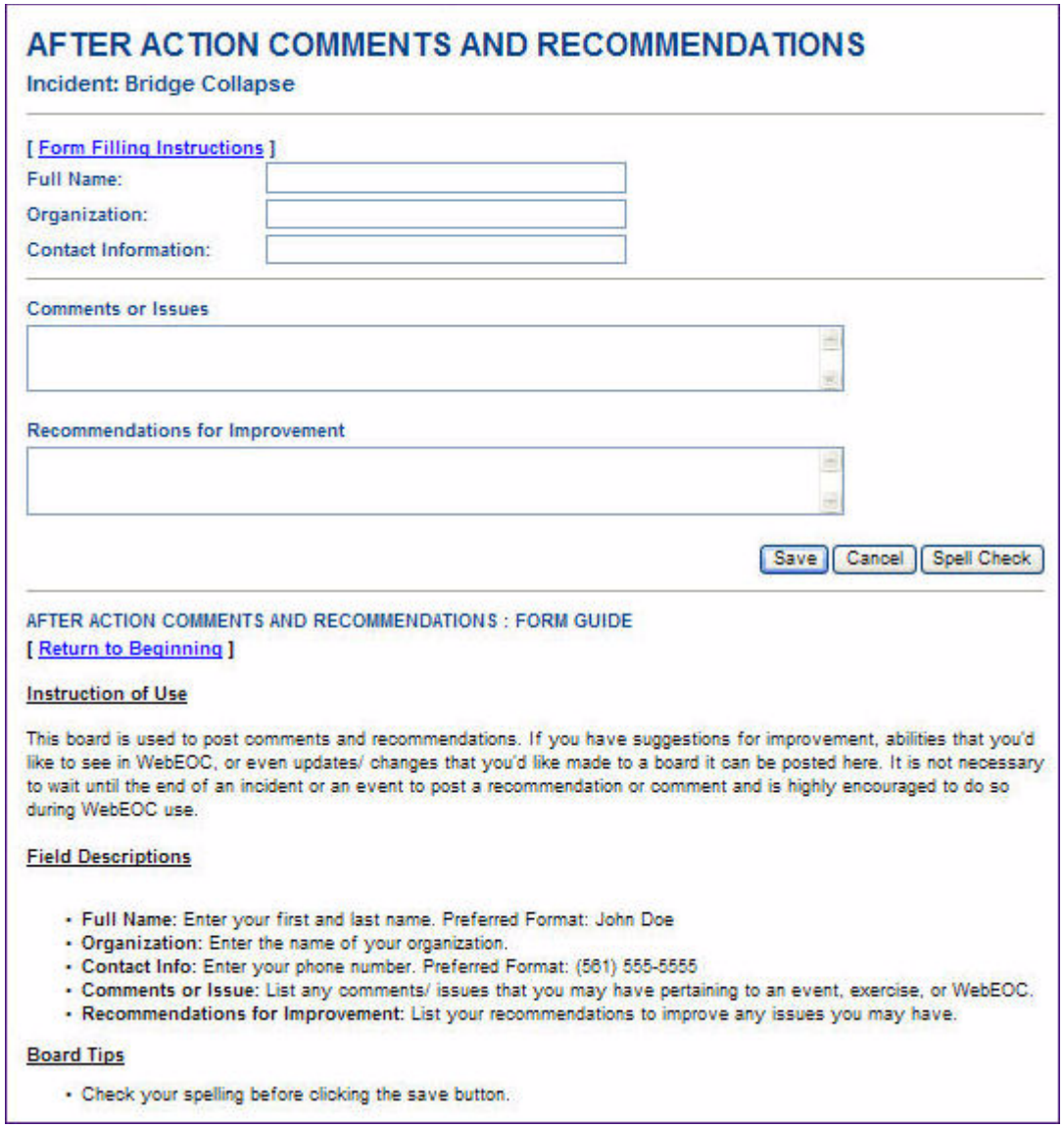
2. Select the **AAR** link from the *Boards* sub-menu.



3. In the *After Action Comments and Recommendations* window, select the **New AAR Entry** button.



4. In the *After Action Comments and Recommendations* form, complete the **fields** in accordance with the *Form Filling Instructions*.


AFTER ACTION COMMENTS AND RECOMMENDATIONS
Incident: Bridge Collapse
[Form Filling Instructions]
Full Name:
Organization:
Contact Information:
Comments or Issues
Recommendations for Improvement
Save
Cancel
Spell Check
AFTER ACTION COMMENTS AND RECOMMENDATIONS : FORM GUIDE
[Return to Beginning]
Instruction of Use
This board is used to post comments and recommendations. If you have suggestions for improvement, abilities that you'd like to see in WebEOC, or even updates/ changes that you'd like made to a board it can be posted here. It is not necessary to wait until the end of an incident or an event to post a recommendation or comment and is highly encouraged to do so during WebEOC use.
Field Descriptions
• Full Name: Enter your first and last name. Preferred Format: John Doe
• Organization: Enter the name of your organization.
• Contact Info: Enter your phone number. Preferred Format: (561) 555-5555
• Comments or Issue: List any comments/ issues that you may have pertaining to an event, exercise, or WebEOC.
• Recommendations for Improvement: List your recommendations to improve any issues you may have.
Board Tips
• Check your spelling before clicking the save button.

5. Select the **Save** button, or select **Cancel** to abort the operation.

Editing an AAR Record

To edit an *AAR* record, follow the steps below.

1. On the *Control Panel*, select the **EM Menu** link in the *Menus* section.
2. Select the **AAR** link from the *Boards* sub-menu window.
3. Select the **Edit** button for the record you want to update. The *After Action Comments and Recommendations* form will open.

4. Enter the information in the applicable sections in the *AAR* record, and select the **Save** button.

File Library Admin

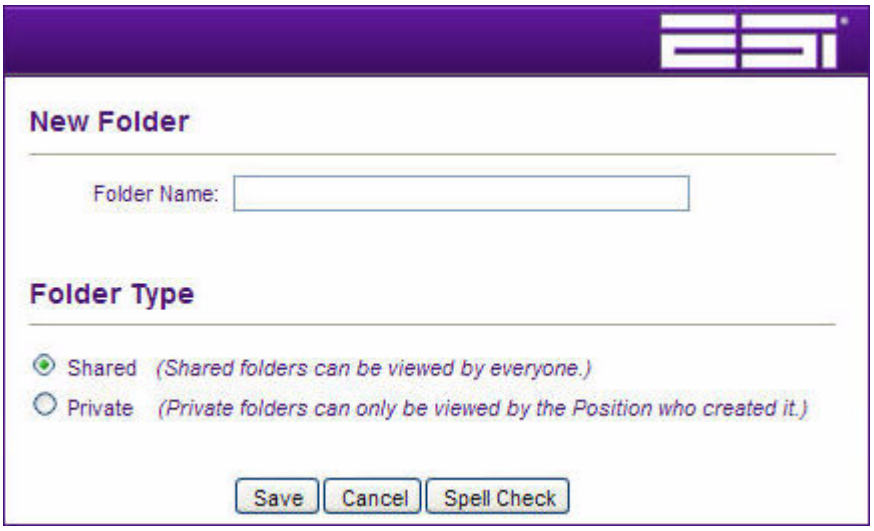
The *File Library Admin* board provides the ability for users to create shared and private folders to store files.

Adding a New Folder to the File Library

To add a new folder to the *File Library Admin* board, follow the steps below.

1. On the *Control Panel*, select the **EM Menu** link in the *Menus* section.
2. Select the **File Library Admin** link from the *Boards* sub-menu.
3. In the *Folder List* view, select the **Create New Folder** button.

4. Enter the **name** in the *Folder Name* text field.



5. For *Folder Type*, select the **radio** button for one of the following options.
   a. *Shared* (Shared folders can be viewed by everyone.)

   b. *Private* (Private folders can only be viewed by the position who created it.)

6. Select the **Save** button, or select **Cancel** to abort the operations.

Editing a Folder in the File Library

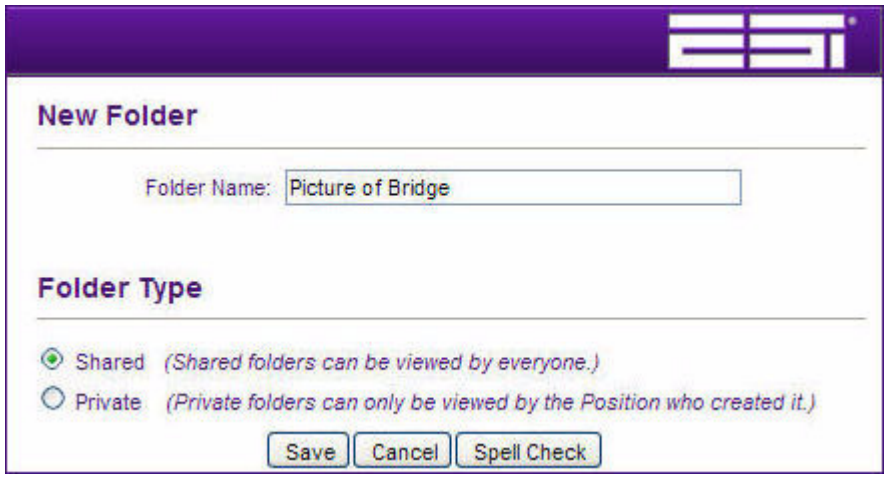
To edit a folder in the *File Library*, follow the steps below.

1. On the *Control Panel*, select the **EM Menu** link in the *Menus* section.

2. Select the **File Library Admin** link, from the *Boards* sub-menu.

3. In the *Folder List* window, select the **Edit** link next to the folder name you want to edit.

4. Edit the **Folder Name** or change the *Folder Type* option to **Shared** or **Private**.


New Folder
Folder Name: Picture of Bridge
Folder Type
Shared (Shared folders can be viewed by everyone.)
Private (Private folders can only be viewed by the Position who created it.)
Save
Cancel
Spell Check

5. Select the **Save** button, or select the **Cancel** button to abort the operation.

Adding a File to a Folder

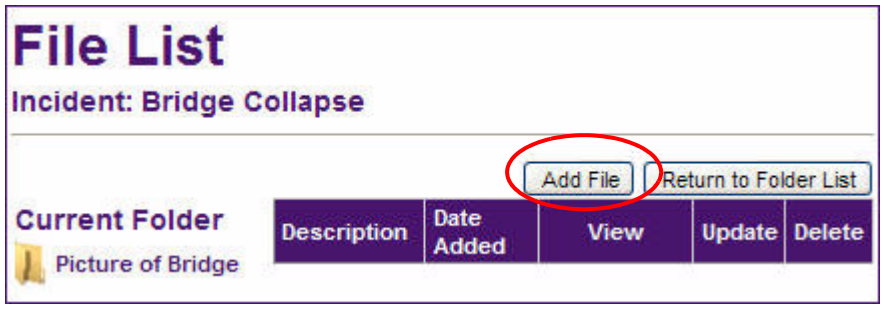
To add a file to a folder in the *File Library*, follow the steps below.

1. On the *Control Panel*, select the **EM Menu** link in the *Menus* section.

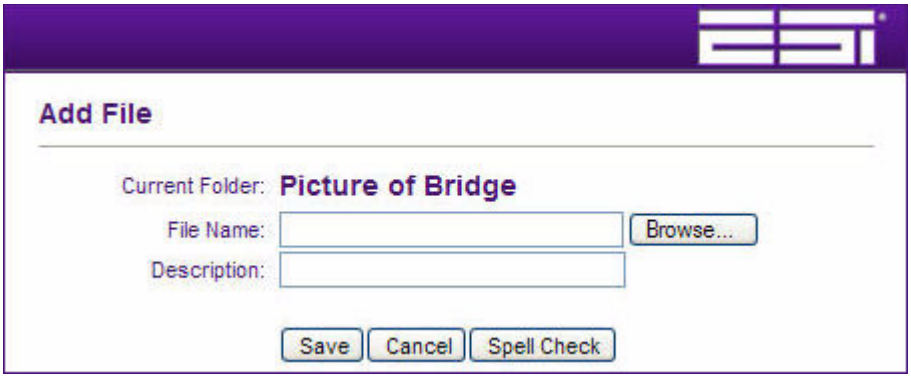
2. Select the **File Library Admin** link from the *Boards* sub-menu.

3. In the *Folder List*, select the **Name** of the folder.

4. In the *File List* window, select the **Add File** button.



5. In the *Add File* window, select the **Browse** button to locate the file, and enter a **description** for the file in the *Description* field.

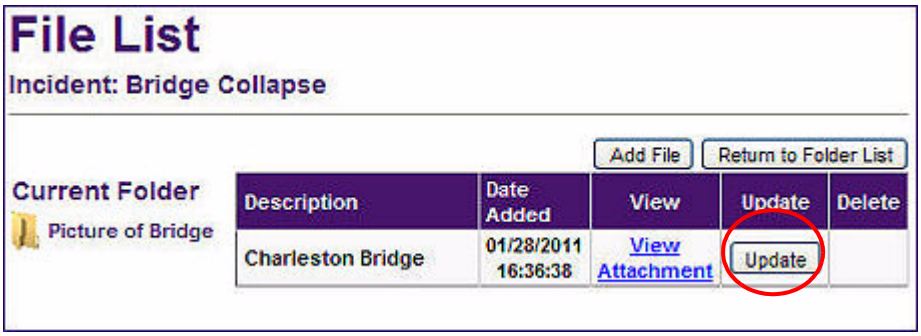


6. Select the **Save** button, or select the **Cancel** button to abort the operation.

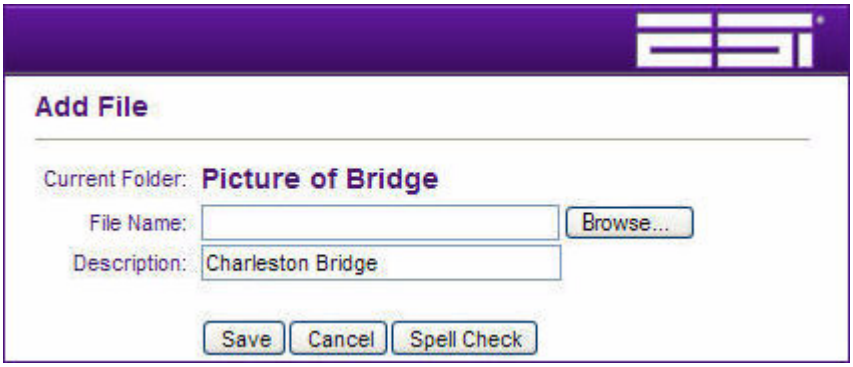
Updating a File

To update a file in the *File Library*, follow the steps below.

1. On the *Control Panel*, select the **EM Menu** link in the *Menus* section.
2. Select the **File Library Admin** link from the *Boards* sub-menu.
3. In the *Folder List*, select the **name** of the folder.
4. In the *File List* window, select the **Update** button of the file you to update.



5. In the *Add File* window, select the **Browse** button to locate the file.



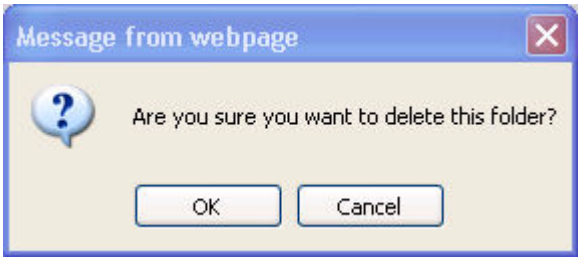
6. Enter a **new description** for the file in the *Description* field.
7. Select the **Save** button, or select the **Cancel** button to abort the operation.

Deleting a Folder in File Library

To delete a file in the *File Library*, follow the steps below.

1. On the *Control Panel*, select the **EM Menu** link in the *Menus* section.
2. In the *Boards* sub-menu, select the **File Library Admin** link .
3. In the *Folder List* window, select the **trash can icon**.

4. Select the **OK** button to confirm deletion of the folder, or select the **Cancel** button to abort the operation. Deleted folders will be stored in the *Deleted Folders* list.



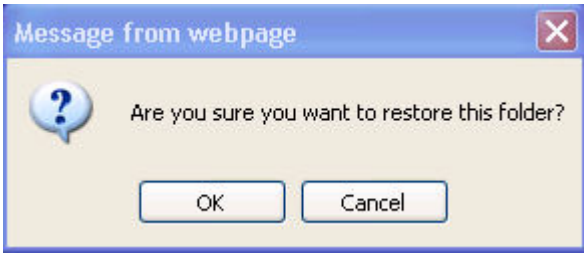
Recovering a Deleted Folder

To recover a deleted folder in the *File Library*, follow the steps below.

1. On the *Control Panel*, select the **EM Menu** link in the *Menus* section.
2. Select the **File Library Admin** link from the *Boards* sub-menu.
3. From the Folder List, select the **Recover Deleted Folders** button.

4. From the *Deleted Folders* list, select the **Recover Folder** button. The folder will be added back to the *File Library* view.

5. Select the **OK** button to confirm that you want to restore the folder to the *File Library,* or select the **Cancel** button to abort the operation.



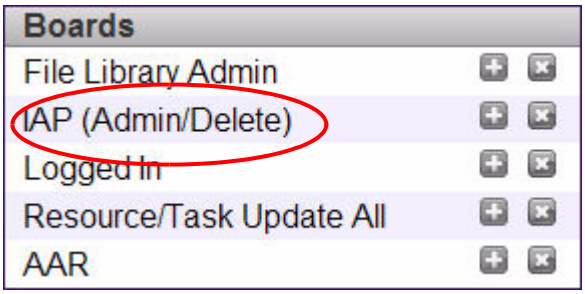
IAP (Admin/Delete)

Published Incident Action Plans (IAP) can be viewed in the *Incident Action Plans (Published)* board located in the *Boards* section of the *Control Panel*. Users with access to the *EM Menu* can view, print, and delete published IAPs from the *IAP (Admin/Delete)* board.

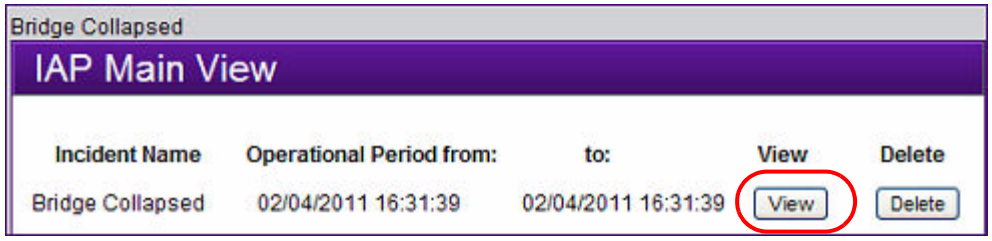
Viewing and Printing a Published IAP

To view a published IAP, follow the steps below.

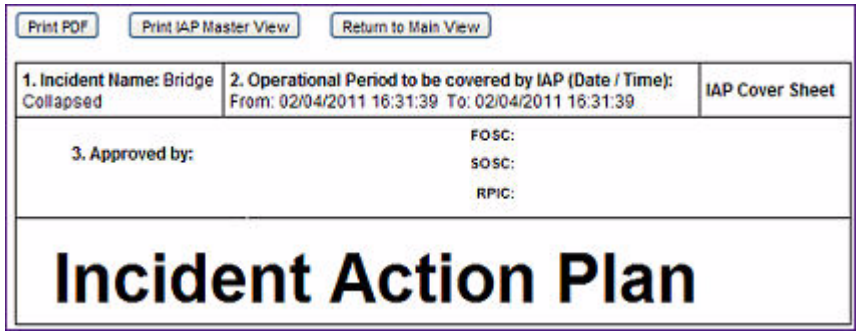
1. On the *Control Panel*, select the **EM Menu** link in the *Menus* section.
2. Select the **IAP (Admin/Delete)** link from the *Boards* sub-menu.



3. In the *IAP Main View* list, select the **View** button for the IAP that you want to view or print.



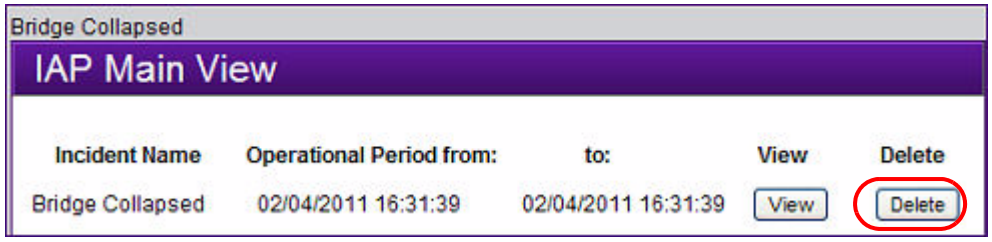
The published IAP will open in a new window for you to view or print.



Deleting a Published IAP

To delete a published IAP, follow the steps below.

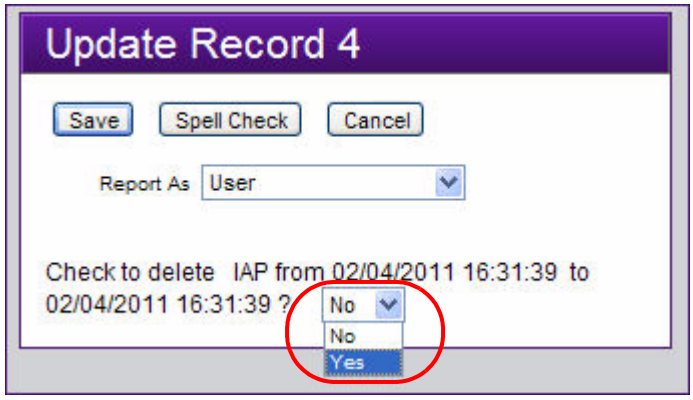
1. On the *Control Panel*, select the **EM Menu** link in the *Menus* section.
2. Select the **IAP (Admin/Delete)** link from the *Boards* sub-menu.
3. In the *IAP Main View* window, select the **Delete** button.



4. Select one of the following options.
   a. To delete the record, select **Yes** from the drop-down list and select the **Save** button.

   b. To save the record, select **No** from the drop-down list and select the **Save** button.

   c. To abort updating the record, select the **Cancel** button.



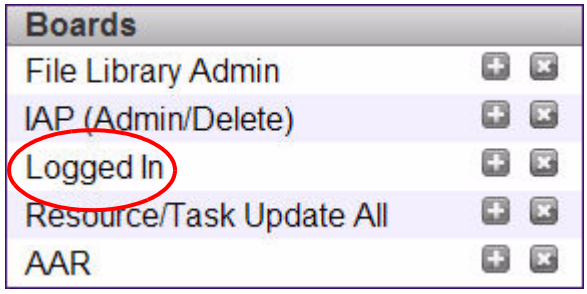
Logged In

The *Logged In* board displays a list of users who are currently logged in to *Town Square*. The list of users logged in can be viewed either by their user name or their position.

To view users currently logged in to *Town Square*, follow the steps below.

1. On the *Control Panel*, select the **EM Menu** link in the *Menus* section.

2. Select the **Logged In** link from the *Boards* sub-menu.



3. To view users logged in by user name, select the **Users List** button.

4. To view users logged in by position, select the **Position List** button.

Status Boards (Edit)

The *Status Board (Edit)* menu contains several status boards that are design to track and provide up-to-date information on property damage, roads, hospitals, and shelters using the following boards.

- *AAR* (After Action Review)
- *Damage Assessment*
- *Road Closures*
- *Hospitals*
- *Shelters*

Note: For instructions on the *After Action Review (AAR)* board, see the *EM Menu* section in this chapter.

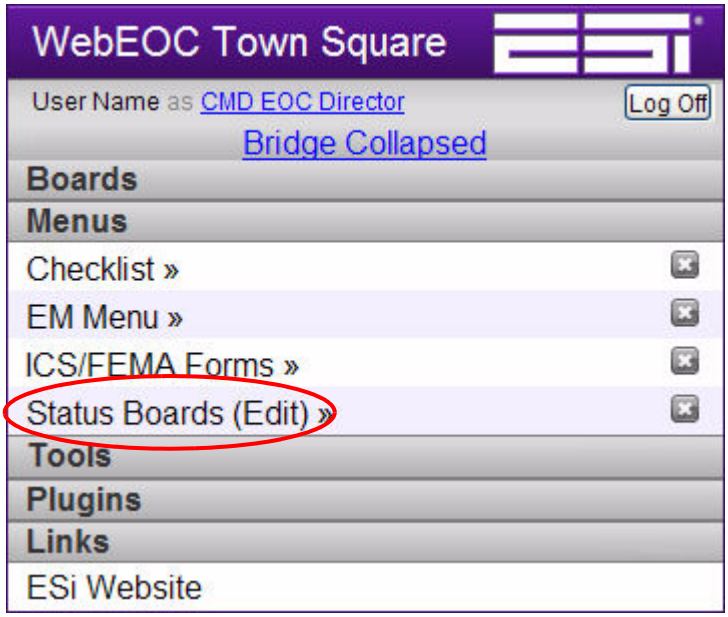
Damage Assessment Board

This board maintains a cumulative total of property damage and dollar value loss estimates.

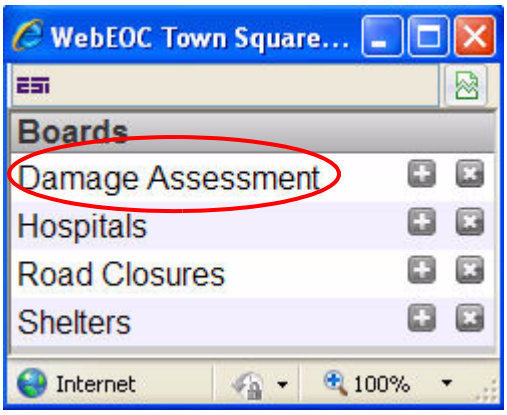
Adding a New Record

To add a record to the *Damage Assessment* board, follow the steps below.

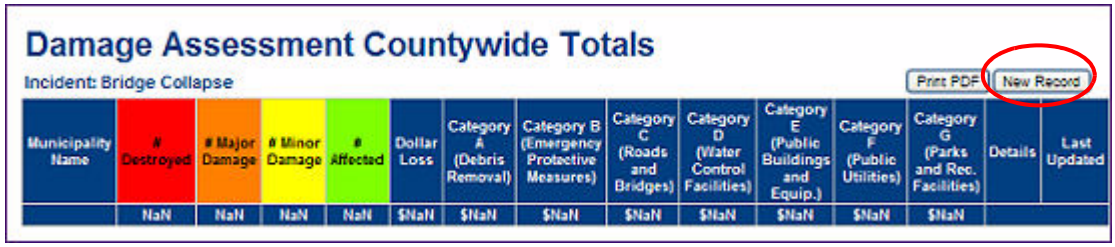
1. On the *Control Panel*, select the **Status Boards (Edit)** link in the *Menus* section.



2. Select the **Damage Assessment** link, from the *Boards* sub-menu.

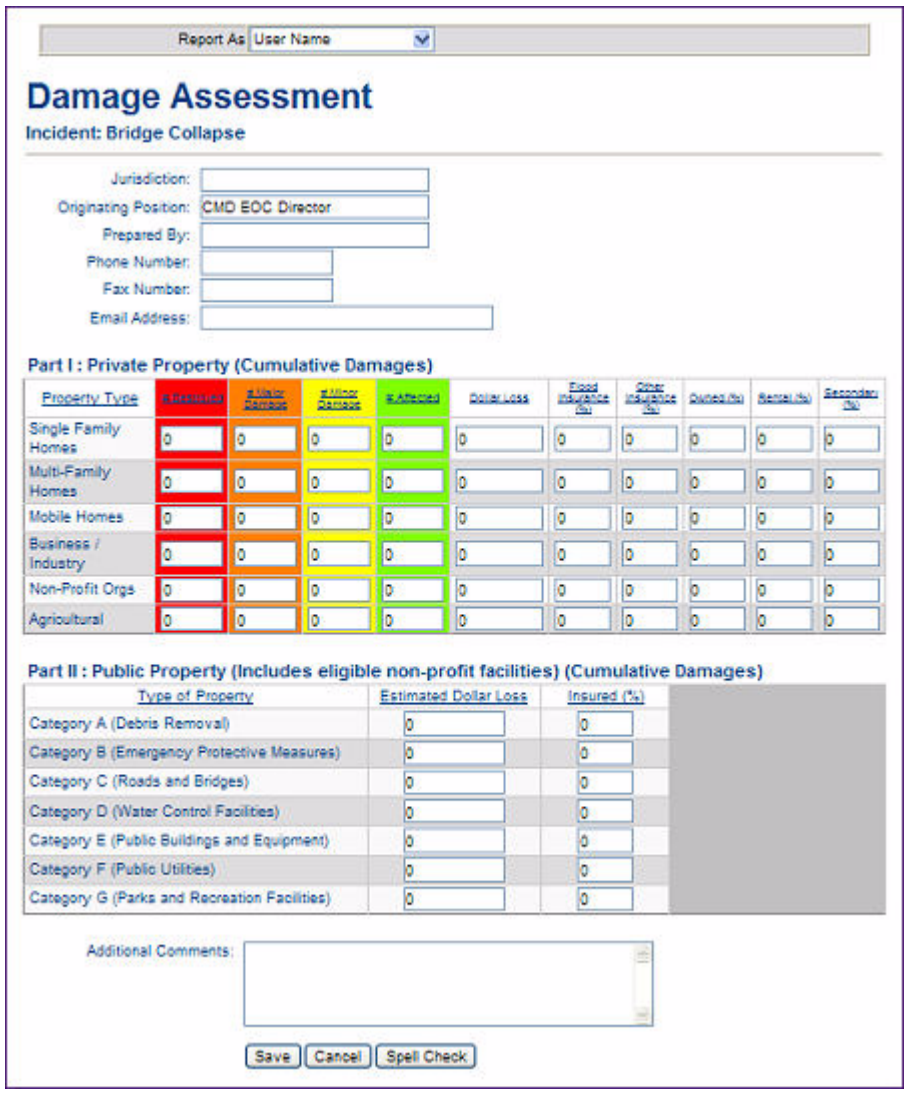


3. In the *Damage Assessment Countywide Totals* display, select the **New Record** button.



Note: If an entry has not been added to the board, the board view will contain a place holder "$NaN" in the first row. This will disappear after the first entry is saved.

4. Enter the **information** in the applicable fields.



5. Select the **Save** button, or select the **Cancel** to abort the operation.

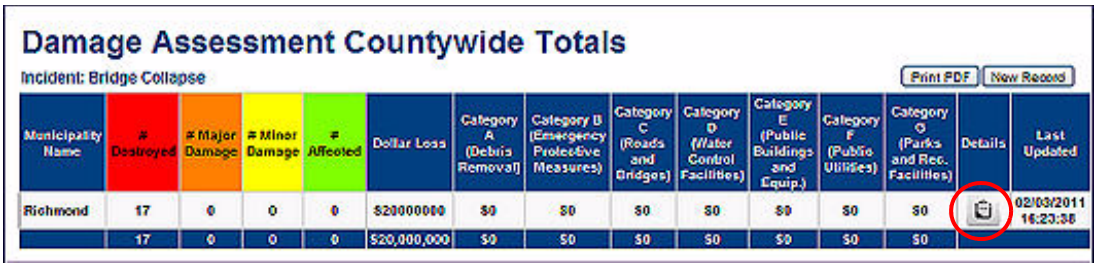
Updating a Record

To update a record to the *Damage Assessment* board, follow the steps below.

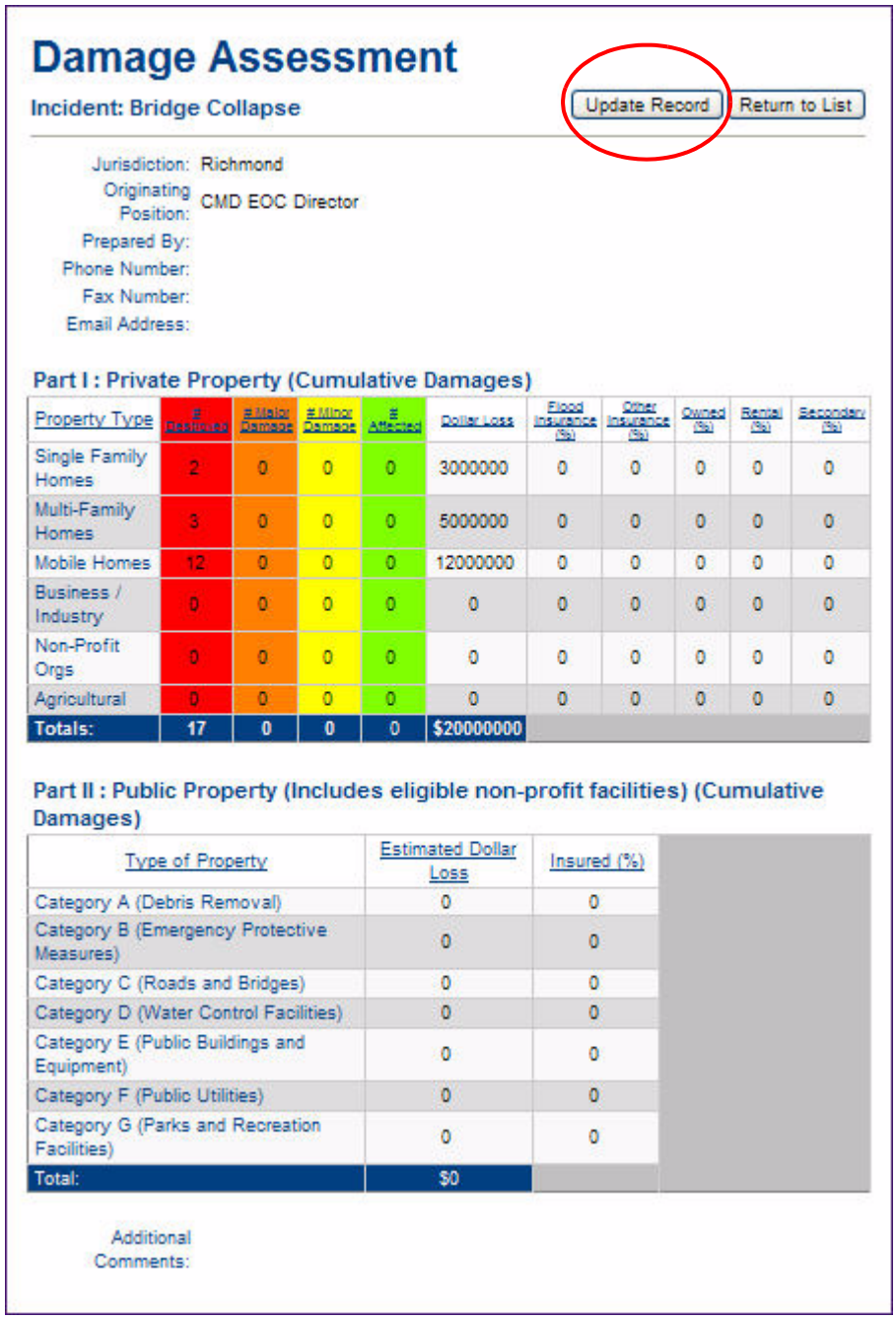
1. On the *Control Panel*, select the **Status Boards (Edit)** link in the *Menus* section.

2. Select the **Damage Assessment** link from the *Boards* sub-menu.

3. In the *Damage Assessment Countywide Totals* list, select the **Details** icon of the record you want to update.



4. Select the **Update Record** button.



Damage Assessment

Incident: Bridge Collapse

Update Record | Return to List

Jurisdiction: Richmond
Originating Position: CMD EOC Director
Prepared By:
Phone Number:
Fax Number:
Email Address:

Part I : Private Property (Cumulative Damages)

Property Type	# Destroyed	# Major Damage	# Minor Damage	# Affected	Dollar Loss	Flood Insurance (%)	Other Insurance (%)	Owned (%)	Rental (%)	Secondary (%)
Single Family Homes	2	0	0	0	3000000	0	0	0	0	0
Multi-Family Homes	3	0	0	0	5000000	0	0	0	0	0
Mobile Homes	12	0	0	0	12000000	0	0	0	0	0
Business / Industry	0	0	0	0	0	0	0	0	0	0
Non-Profit Orgs	0	0	0	0	0	0	0	0	0	0
Agricultural	0	0	0	0	0	0	0	0	0	0
Totals:	**17**	**0**	**0**	**0**	**$20000000**					

Part II : Public Property (Includes eligible non-profit facilities) (Cumulative Damages)

Type of Property	Estimated Dollar Loss	Insured (%)
Category A (Debris Removal)	0	0
Category B (Emergency Protective Measures)	0	0
Category C (Roads and Bridges)	0	0
Category D (Water Control Facilities)	0	0
Category E (Public Buildings and Equipment)	0	0
Category F (Public Utilities)	0	0
Category G (Parks and Recreation Facilities)	0	0
Total:	**$0**	

Additional Comments:

5. In the *Damage Assessment* input view, enter the **information** in the applicable sections.

6. Select the **Save** button, or select the **Cancel** button to abort the operation.

Hospitals

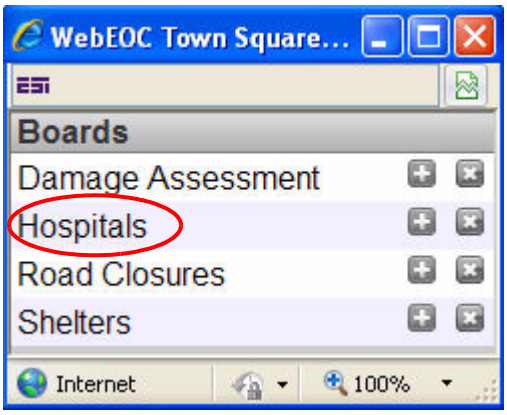
The *Hospitals* board enables users to add, edit and display a list of hospitals and the services they provide. This board is compliant with *Hospital Incident Command System* (HICS IV) standards used in emergencies and in daily operations. Users can track and provide updates on emergency room availability, room capacity, total occupancy, number of beds available, and other detailed information on hospital services and infrastructure systems.

Adding a New Record

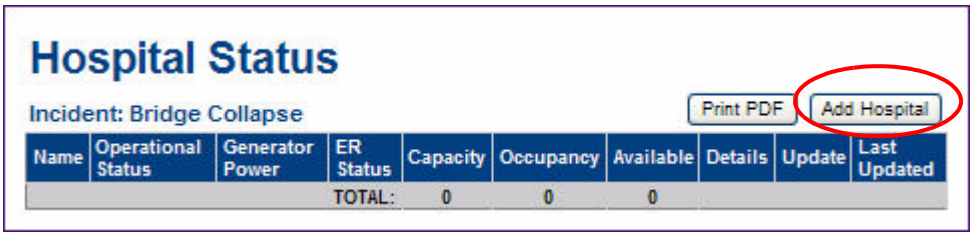
To add a record to the *Hospitals* board follow the steps below.

1. On the *Control Panel*, select the **Status Boards (Edit)** link in the *Menus* section.

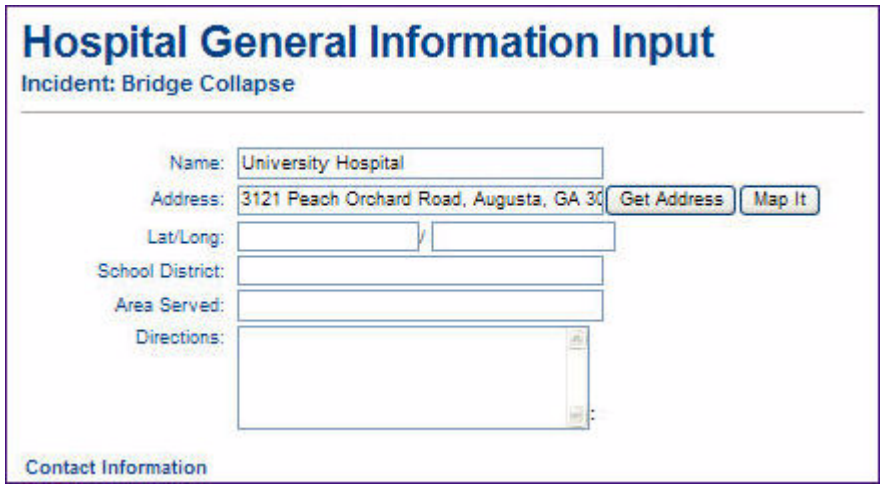
2. Select the **Hospitals** link from the *Boards* sub-menu.



3. In the *Hospital Status* window, select the **Add Hospital** button.



4. Enter the **information** in the applicable fields.



5. Select the **Save** button, or select the **Cancel** button to abort the operation.

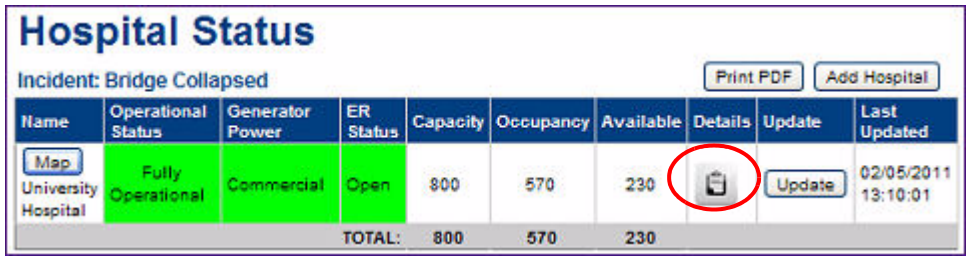
Viewing a Record

To view details of a record to the *Hospitals* board, follow the steps below.

1. On the *Control Panel*, select the **Status Boards (Edit)** link in the *Menus* section.

2. Select the **Hospitals** link from the *Boards* sub-menu.

3. In the *Hospital Status* list, select the **Details** button of the hospital record you want to view.



4. Review the details of the record, and select the **Print PDF** button, the **Return to List** button, or the **Update Record** button.

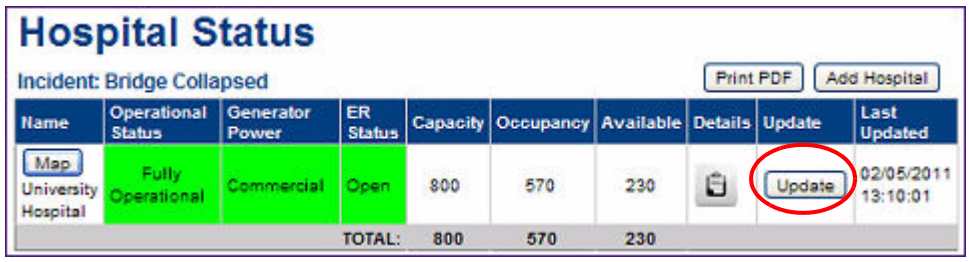
Updating a Record

To update a record to the *Hospitals* board, follow the steps below.

1. On the *Control Panel*, select the **Status Boards (Edit)** link in the *Menus* section.

2. Select the **Hospitals** link from the *Boards* sub-menu.

3. In the *Hospital Status* list, select the **Update** button of the hospital record you want to update.



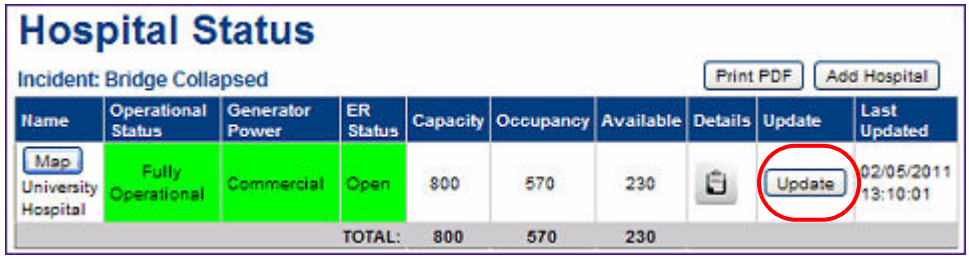
4. Enter the **updated information** in the hospital input form.

5. Select the **Save** button, or select the **Cancel** button to abort the operation.

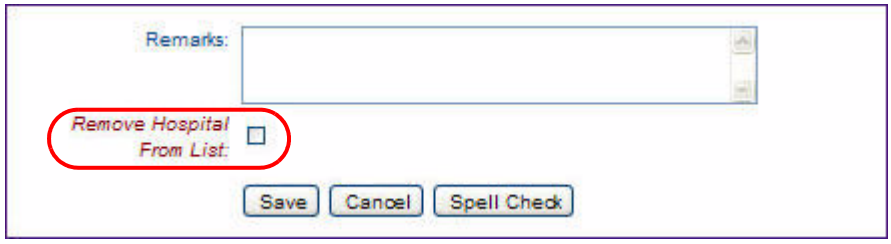
Removing a Record

To remove a record from the *Hospitals* board, follow the steps below.

1. On the *Control Panel*, select the **Status Boards (Edit)** link in the *Menus* section.
2. Select the **Hospitals** link from the *Boards* sub-menu.
3. In the *Hospital Status* list, select the **Update** button of the hospital record you want to remove.



4. Scroll to the bottom of the *Hospital General Information Input* view, and select the **Remove Hospital From List** checkbox.

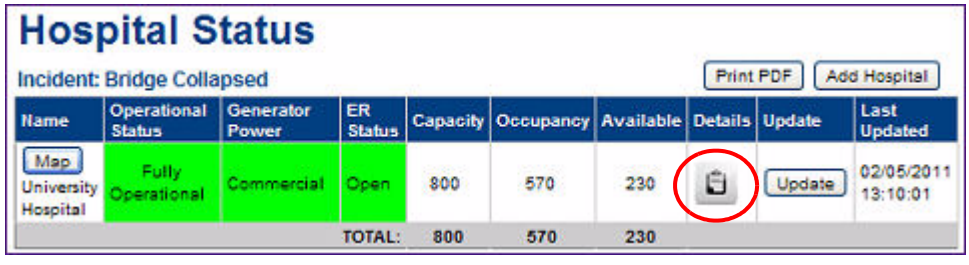


5. Select the **Save** button to remove the entry, or select the **Cancel** button to abort the operation.

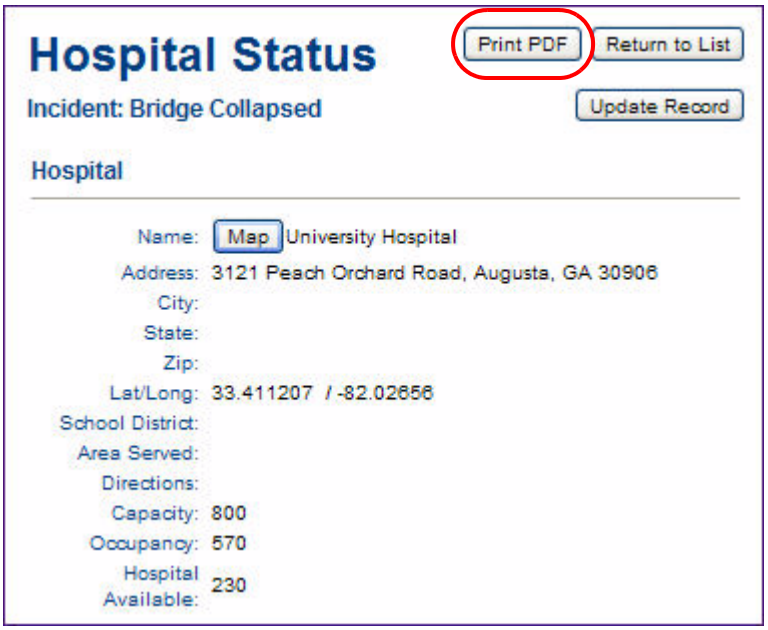
Printing an Individual Hospital Record

To print the details of an individual hospital record, follow the steps below.

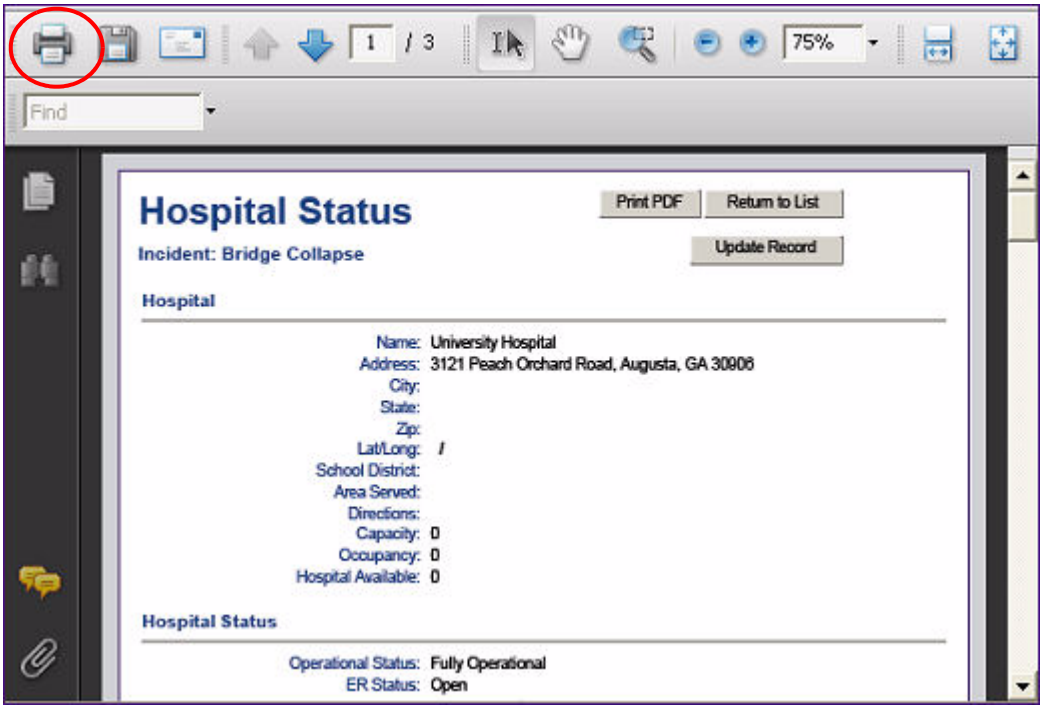
1. On the *Control Panel*, select the **Status Boards (Edit)** link in the *Menus* section.
2. Select the **Hospitals** link from the *Boards* sub-menu.
3. In the *Hospital Status* list, select the **Details** icon of the hospital record you want to print.



4. From the *Hospital Status* record, select the **Print PDF** button.



5. Select the **Print** icon in the tool bar at the top of the PDF file.



Road Closures

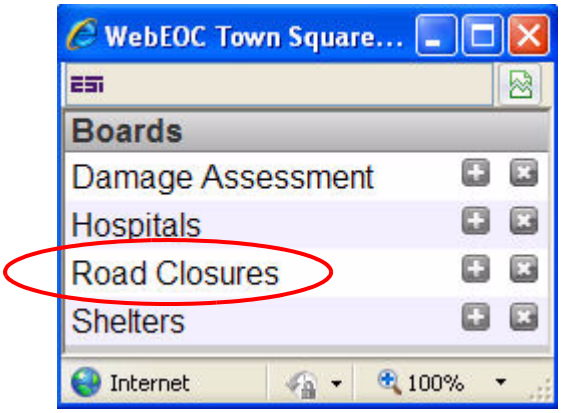
This board will enable you to update, track, and display information on the status of roads closed.

Adding a New Record

To add a new record to the *Road Closures* board, follow the steps below.

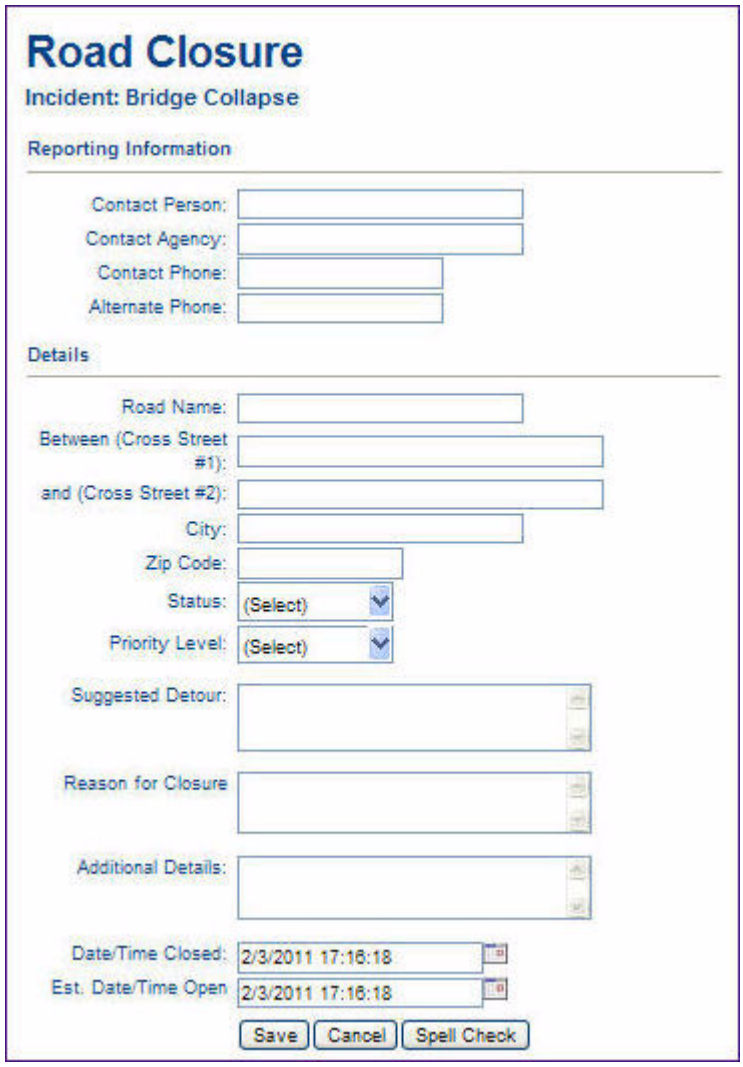
1. On the *Control Panel*, select the **Status Boards (Edit)** link in the *Menus* section.

2. Select the **Road Closures** link from the *Boards* sub-menu.



3. In the *Road Closures* window, select the **New Road Closure** button.

4. Enter the **information** in the applicable fields.



5. Select the **Save** button, or select the **Cancel** button to abort the operation.

Editing a Record

To edit a record to the *Road Closures* display view, follow the steps below.

1. On the *Control Panel*, select the **Status Boards (Edit)** link in the *Menus* section.
2. Select the **Road Closures** link from the *Boards* sub-menu.
3. In the *Road Closures* display view, select the **Select** button in the *Edit* column to open the record.

4. Enter the **updated information** in the applicable sections of the input form.

5. Select the **Save** button, or select the **Cancel** button to abort the operation.

Viewing a Record

To view a record on the *Road Closures* board, follow the steps below.

1. On the *Control Panel*, select the **Status Boards (Edit)** link in the *Menus* section.

2. Select the **Road Closures** link from the *Boards* sub-menu.

3. In the *Road Closures* display view, select the **Details** icon in the *Detail* column to view the record.

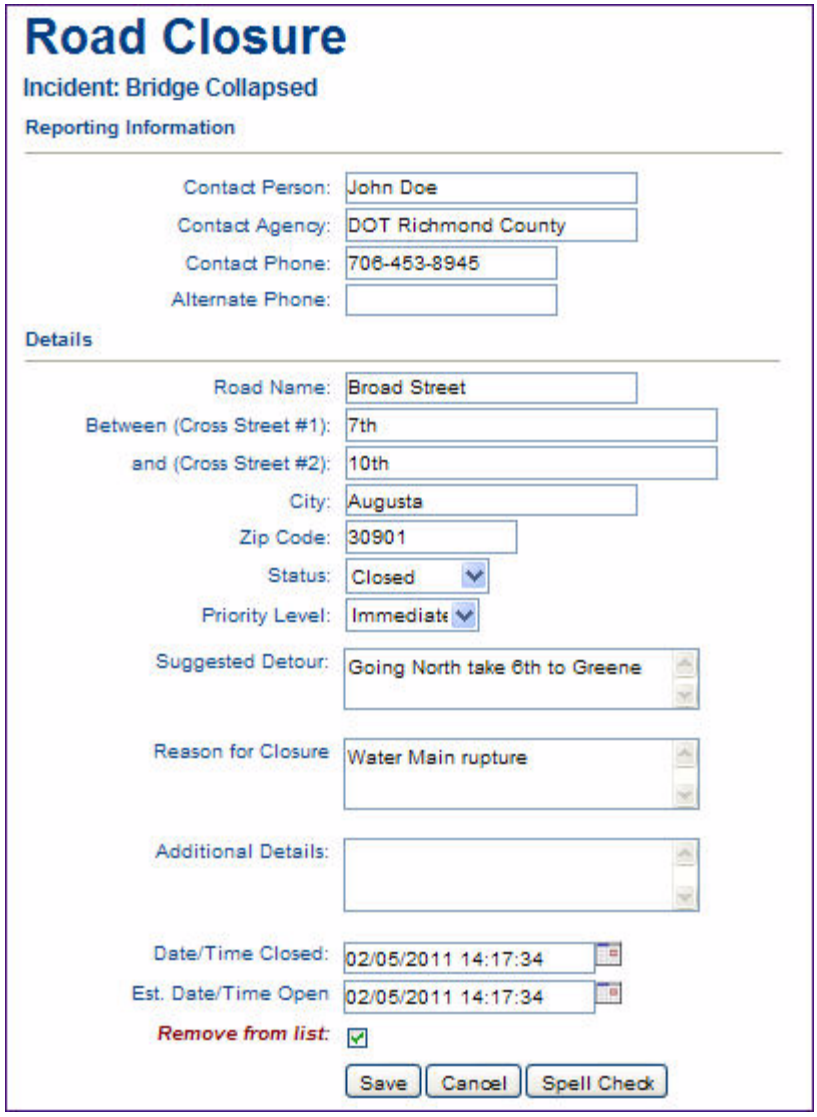
4. Review the details of the record, and select the **Print PDF** button, the **Return to List** button or the **Update Record** button.

Removing a Record

To remove a record to the *Road Closures* board, follow the steps below.

1. On the *Control Panel*, select the **Status Boards (Edit)** link in the *Menus* section.
2. Select the **Road Closures** link from the *Boards* sub-menu.
3. In the *Road Closures* display view, select the **Select** button in the *Edit* column to open the record.

4. At the bottom of the *Road Closure* input view, select the **Remove from List** checkbox.



5. Select the **Save** button, or select the **Cancel** button to abort the operation.

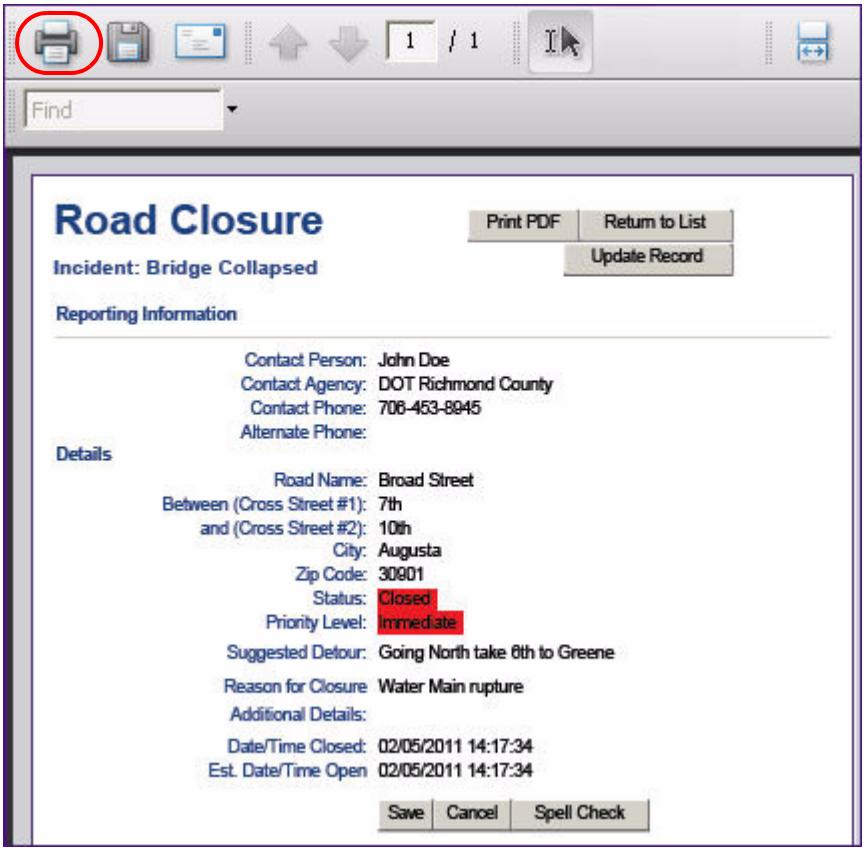
Printing a Detail Record

To print a detail record from the *Road Closures* board, follow the steps below.

1. On the *Control Panel*, select the **Status Boards (Edit)** link in the *Menus* section.
2. Select the **Road Closures** link in the *Boards* sub-menu.
3. In the *Road Closures* display view, select the **Details** icon in the *Detail* column to open the record.

4. Select the **Print PDF** button.

5. A browser window will open. Select the **PDF print icon** from the tool bar.



Shelters Board

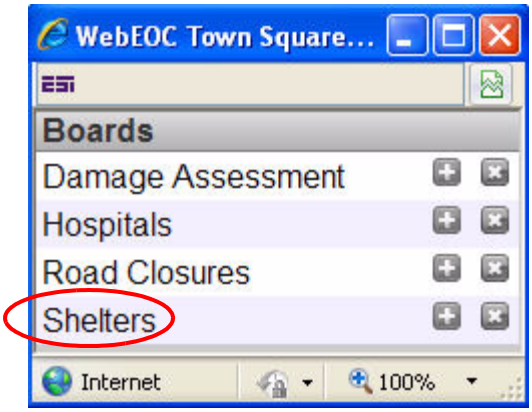
This board will enable you to update, track, and display information on the status of shelters.

Adding a Record to Shelter Status Board

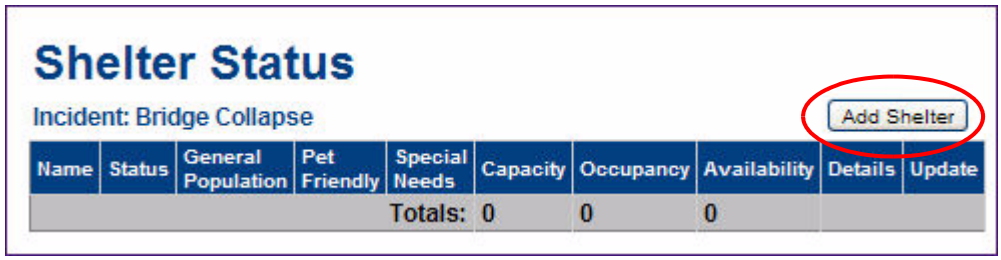
To add a new record to the *Shelters* status board, follow the steps below.

1. On the *Control Panel*, select the **Status Boards (Edit)** link in the *Menus* section.

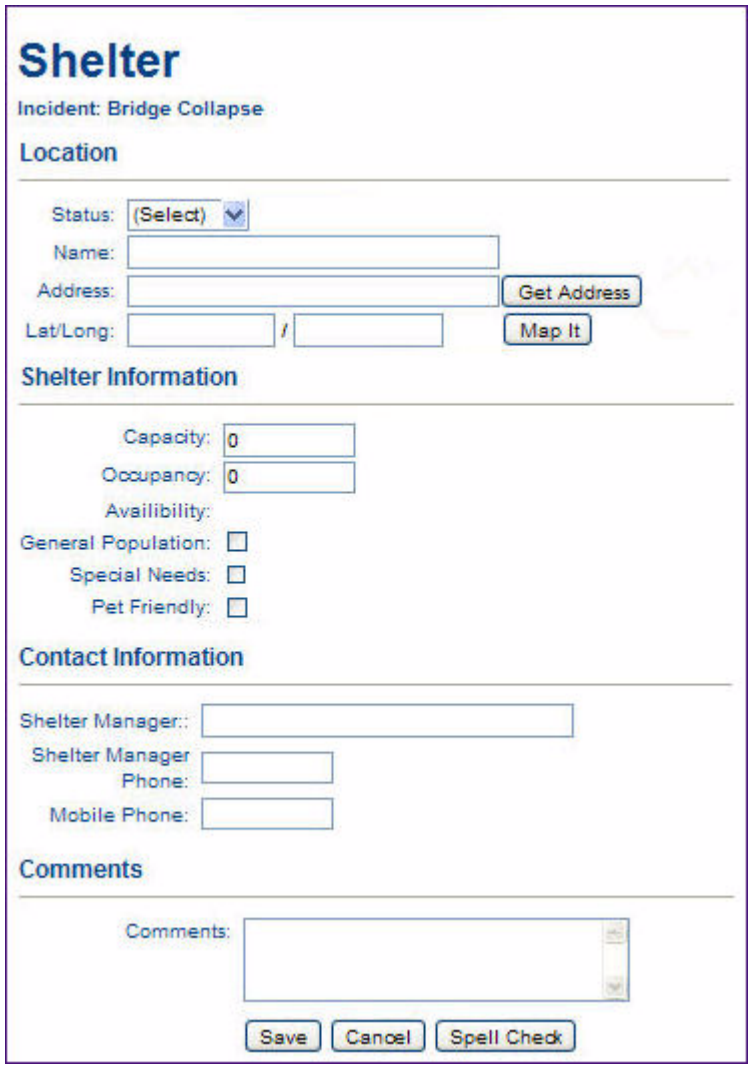
2. Select the **Shelters** link from the *Boards* sub-menu.



3. In the *Shelter Status* display view, select the **Add Shelter** button.



4. Enter the **information** in the applicable sections of the *Shelter* input view.

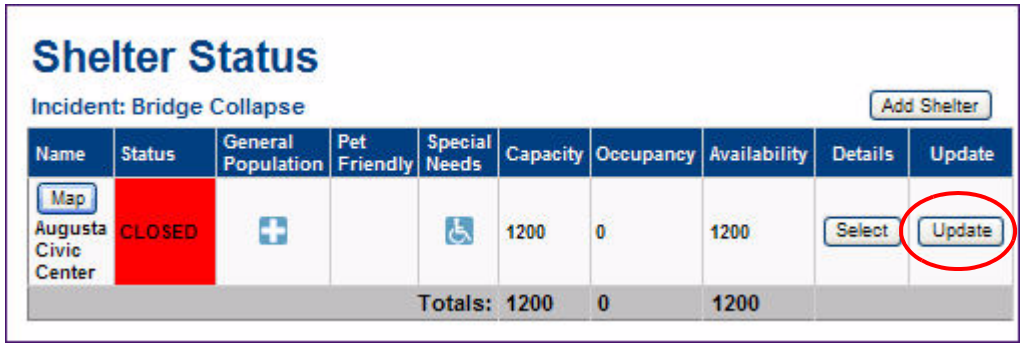


5. Select the **Save** button, or select the **Cancel** button to abort the operation.

Editing a Record

To edit a shelter record, follow the steps below.

1. On the *Control Panel*, select the **Status Boards (Edit)** link in the *Menus* section.
2. Select the **Shelters** link from the *Boards* sub-menu.
3. In the *Shelter Status* display view, select the **Update** button in the **Update** column.

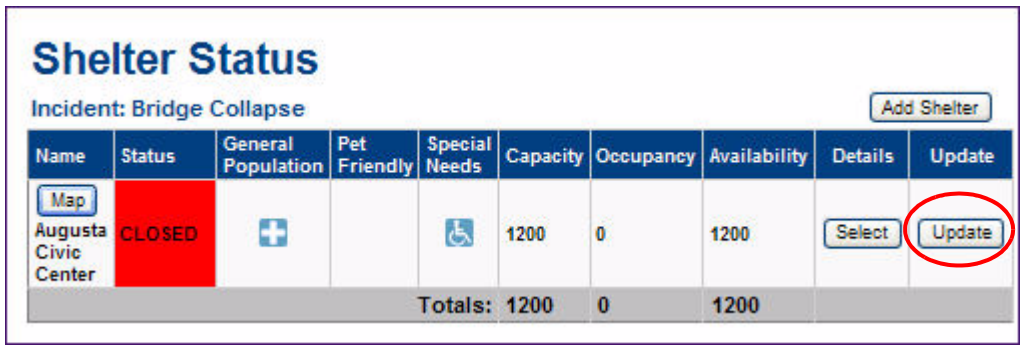


4. Enter the **information** as applicable in the *Shelter* input view.
5. Select the **Save** button, or select the **Cancel** button to abort the operation.

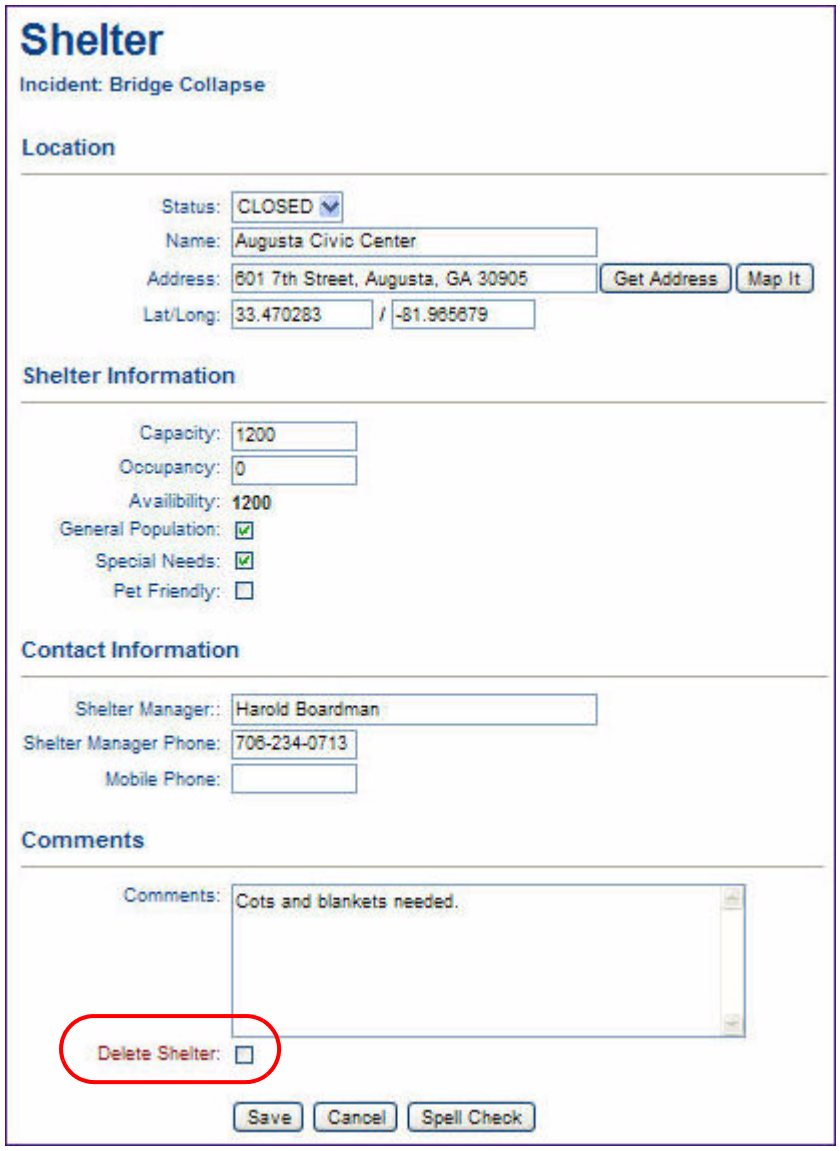
Deleting a Record

To delete a shelter record, follow the steps below.

1. On the *Control Panel*, select the **Status Boards (Edit)** link in the *Menus* section.
2. Select the **Shelters** link from the *Boards* sub-menu.
3. In the *Shelter Status* display view, select the **Update** button in the *Update* column of the shelter record you want to delete.



4. At the bottom of the *Shelter* input view, select the **Delete Shelter** checkbox.



5. Select the **Save** button to delete the shelter record, or select the **Cancel** button to abort the operation.

ICS/FEMA Forms

The *ICS/FEMA Forms* menu contains all of the current FEMA and ICS forms. Preparing the forms within *Town Square* creates an electronic completed document. This assists in document retention because the data entered each form is saved to the database.

ICS Forms Menu

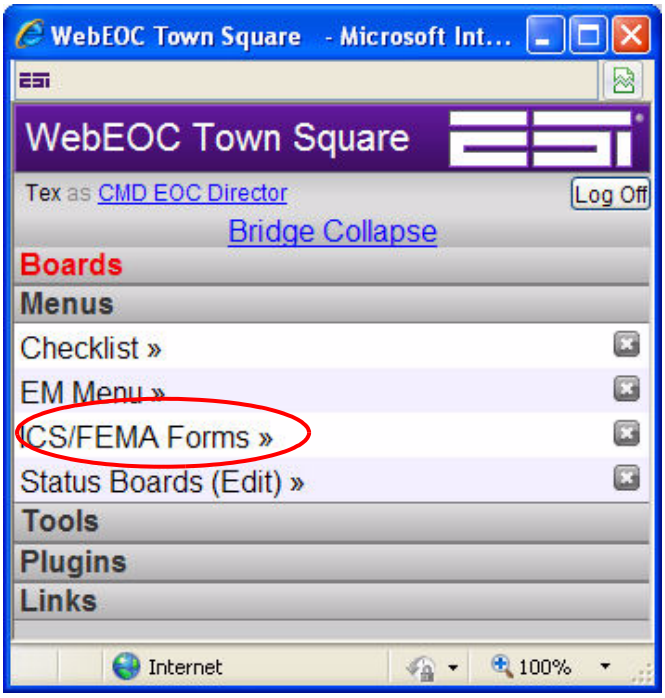
Town Square includes a set of ICS forms to support the five major components common to most organizations: Command, Operations, Planning, Logistics, and Finance.

This section provides general instructions on how to enter data and view details of an ICS record.

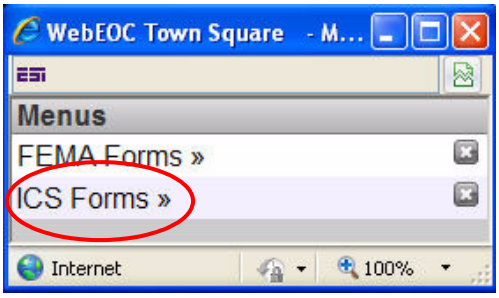
Adding an ICS Record

To add an ICS record, follow the steps below.

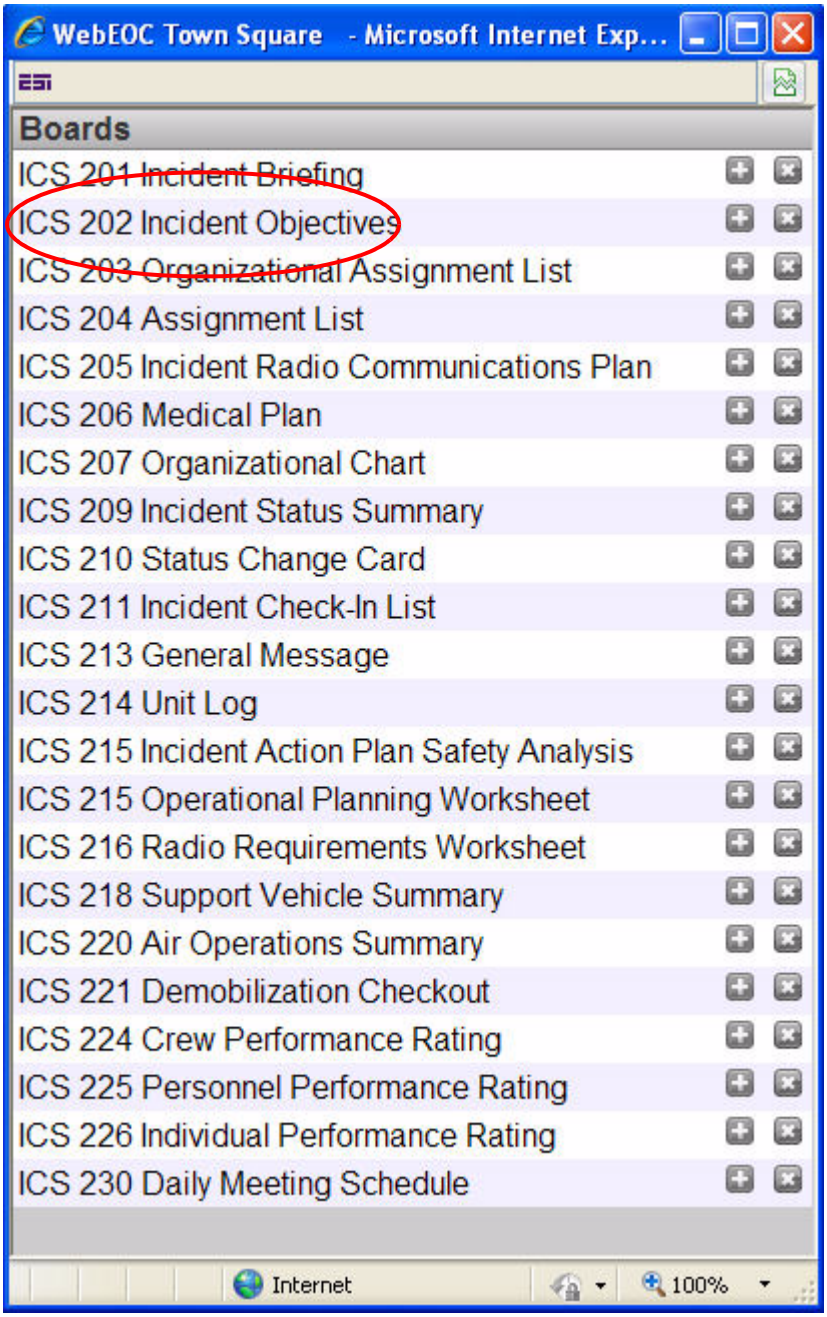
1. On the *Control Panel*, select the **ICS/FEMA Forms** link in the *Menus* section.



2. Select the **ICS Forms** menu.

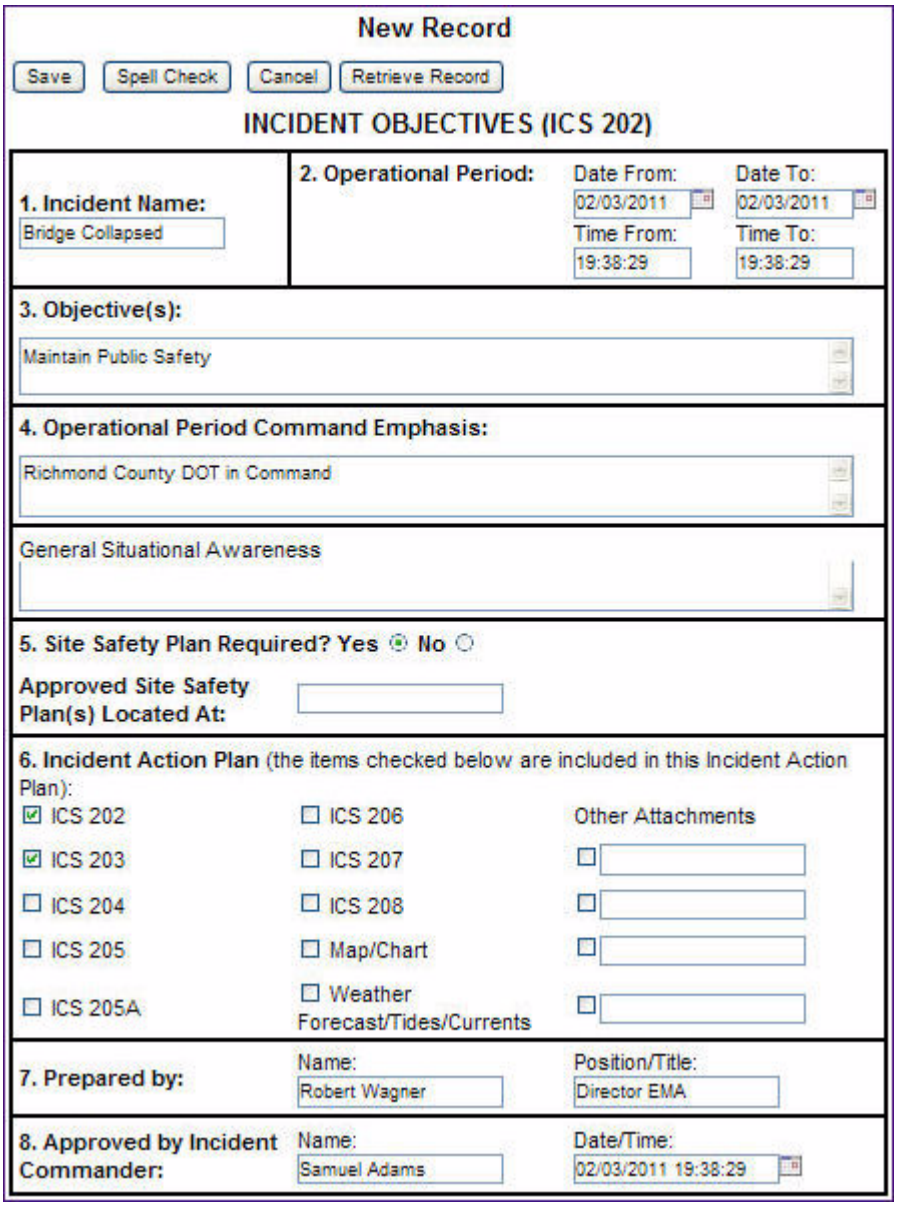


3. In the *Boards* list of the *ICS Forms* menu, select the **board name** of the ICS Form.


WebEOC Town Square - Microsoft Internet Exp...
Boards
ICS 201 Incident Briefing
ICS 202 Incident Objectives
ICS 203 Organizational Assignment List
ICS 204 Assignment List
ICS 205 Incident Radio Communications Plan
ICS 206 Medical Plan
ICS 207 Organizational Chart
ICS 209 Incident Status Summary
ICS 210 Status Change Card
ICS 211 Incident Check-In List
ICS 213 General Message
ICS 214 Unit Log
ICS 215 Incident Action Plan Safety Analysis
ICS 215 Operational Planning Worksheet
ICS 216 Radio Requirements Worksheet
ICS 218 Support Vehicle Summary
ICS 220 Air Operations Summary
ICS 221 Demobilization Checkout
ICS 224 Crew Performance Rating
ICS 225 Personnel Performance Rating
ICS 226 Individual Performance Rating
ICS 230 Daily Meeting Schedule
Internet
100%

4. In the ICS display view, select the **Create New Form** button to open the input view of the ICS form.

5. Enter the **information** in the applicable sections.



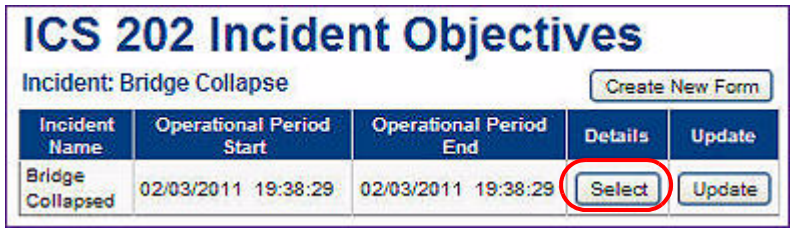
6. Select the **Save** button, or select the **Cancel** button to abort the operation.

Viewing an ICS Record

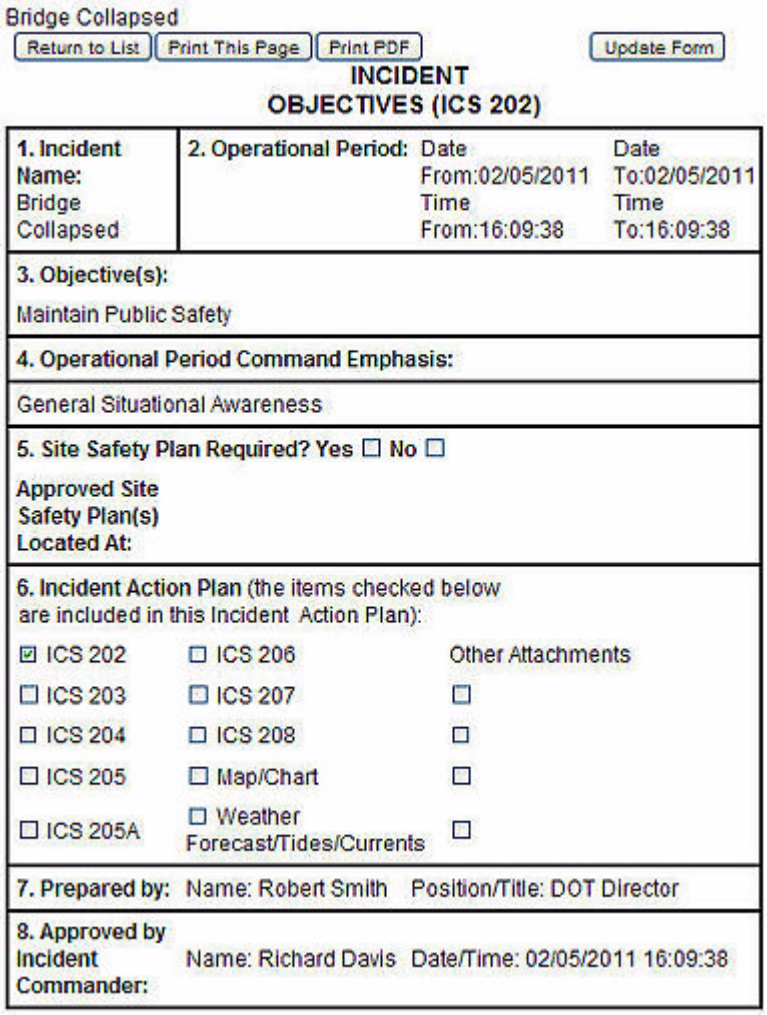
To view an ICS record, follow the steps below.

1. On the *Control Panel*, select the **ICS/FEMA forms** link in the *Menus* section.
2. Select the **ICS Forms** menu.
3. From the *Boards* list of the *ICS Forms* menu, select the **board name** of the ICS Form you want to view.

4. In the ICS forms display view, select the **Select** button for the ICS record.



You can view the details of ICS form record.

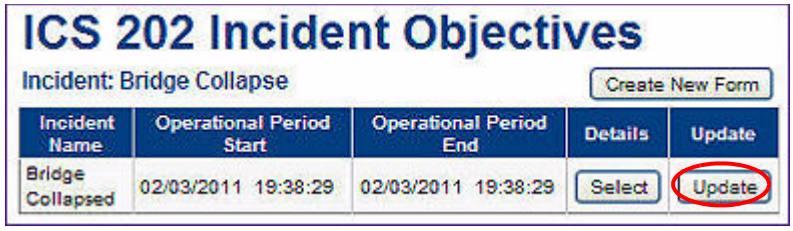


Editing an ICS Record

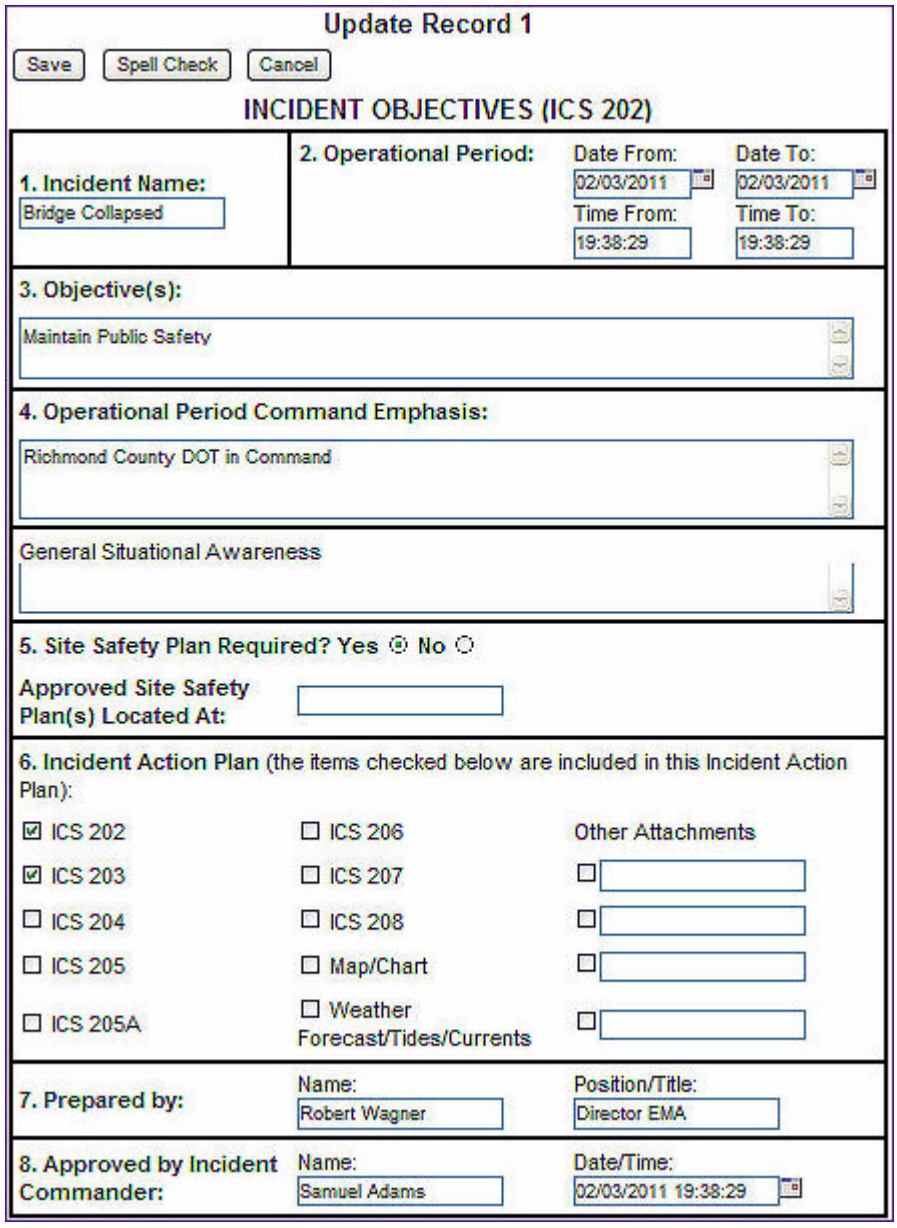
To edit an ICS record, follow the steps below.

1. On the *Control Panel*, select the **ICS/FEMA Forms** link in the *Menus* section.
2. Select the **ICS Forms** menu.
3. In the *Boards* list of the *ICS Forms* menu, select the **board name** of the ICS form.

4. In the ICS forms display view, select the **Update** button for the ICS record that you want to edit.



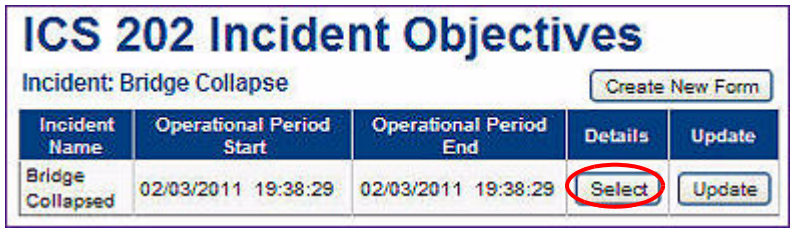
5. Update the **information** as applicable.



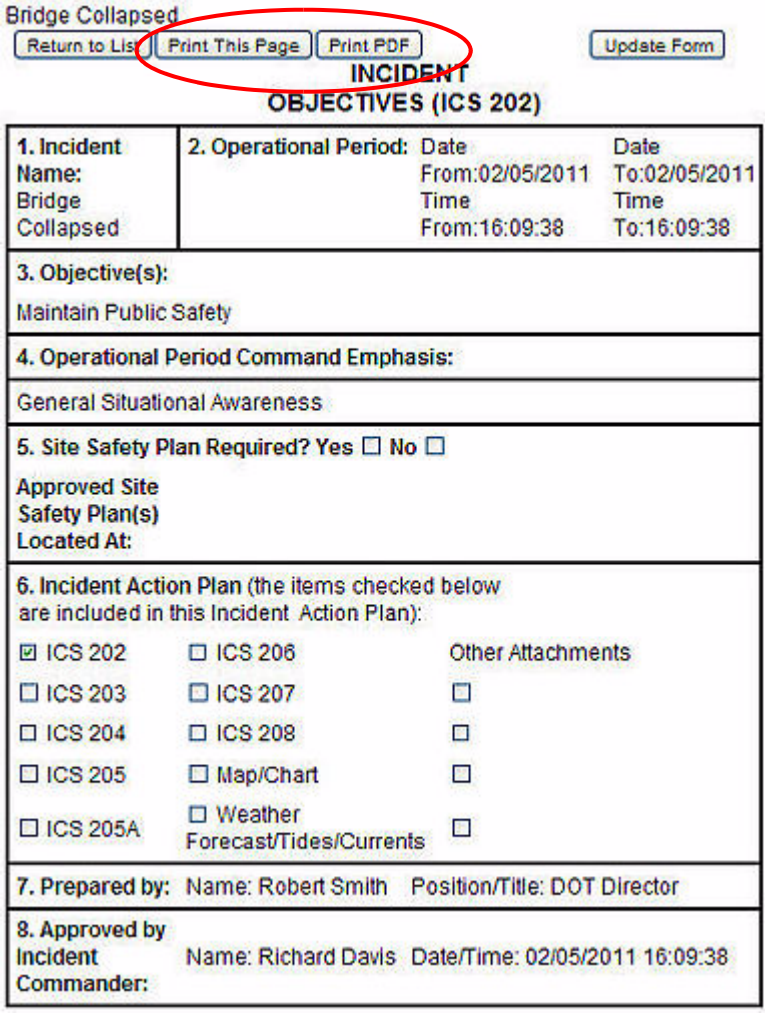
Printing an ICS Record

To print an ICS record, follow the steps below.

1. On the *Control Panel*, select the **ICS/FEMA Forms** link in the *Menus* section.
2. Select the **ICS Forms** menu.
3. In the *Boards* list of the *ICS Forms* menu, select the **board name** of the ICS form.
4. In the ICS forms display view, select the **Select** button for the ICS record that you want to print.



5. Select either the **Print This Page** or the **Print PDF** button. The **Print PDF** button will open a browser window to display the ICS form in a PDF view.


Bridge Collapsed
Return to List
Print This Page
Print PDF
Update Form
INCIDENT OBJECTIVES (ICS 202)
1. Incident Name: Bridge Collapsed
2. Operational Period: Date From:02/05/2011 Time From:16:09:38 Date To:02/05/2011 Time To:16:09:38
3. Objective(s):
Maintain Public Safety
4. Operational Period Command Emphasis:
General Situational Awareness
5. Site Safety Plan Required? Yes ☐ No ☐
Approved Site Safety Plan(s) Located At:
6. Incident Action Plan (the items checked below are included in this Incident Action Plan):
ICS 202
ICS 203
ICS 204
ICS 205
ICS 205A
ICS 206
ICS 207
ICS 208
Map/Chart
Weather Forecast/Tides/Currents
Other Attachments
7. Prepared by: Name: Robert Smith Position/Title: DOT Director
8. Approved by Incident Commander: Name: Richard Davis Date/Time: 02/05/2011 16:09:38

FEMA Forms

Town Square includes a menu of the FEMA forms contained within the Federal Emergency Management Agency's *Applicant Handbook*. The handbook describes how applicants (e.g., cities, counties, etc.) can apply for federal assistance under the Public Assistance Program. For detailed instructions on completing the forms, see the *FEMA Applicant Handbook* (http://www.fema.gov/pdf/government/grant/pa/apphndbk.pdf).

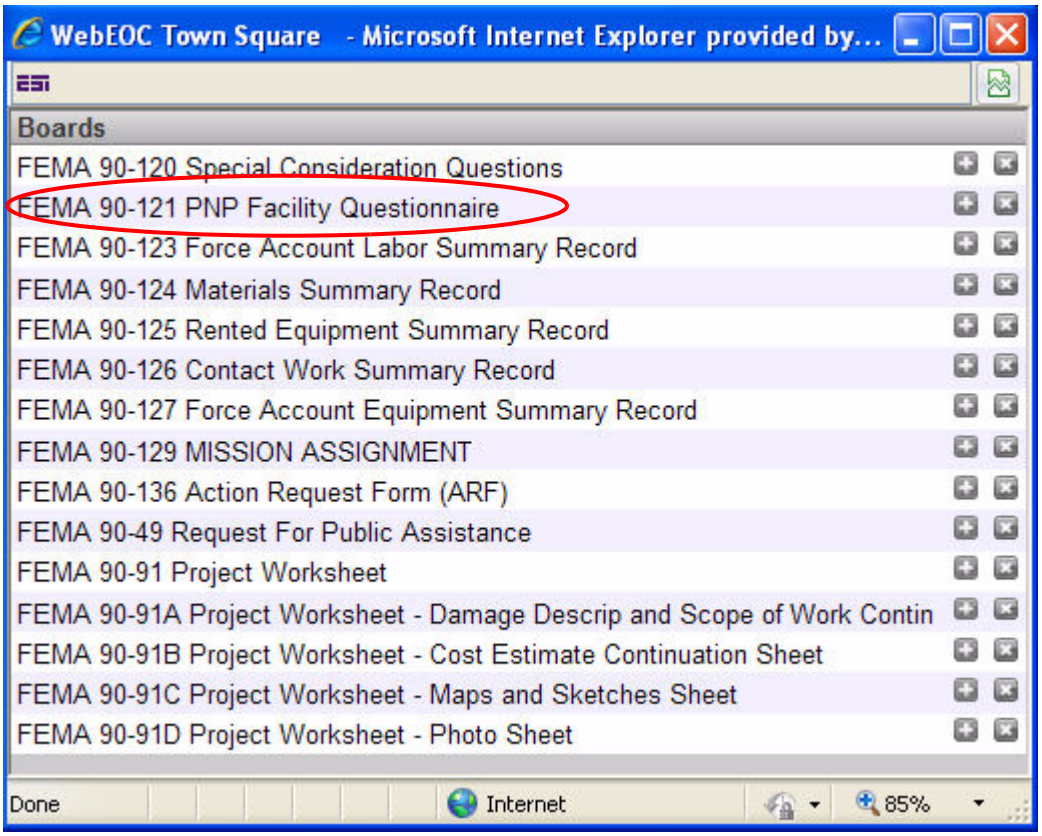
Adding a FEMA Form Record

To add a FEMA form record, follow the steps below.

1. On the *Control Panel*, select the **ICS/FEMA Forms** link from the *Menus* section.

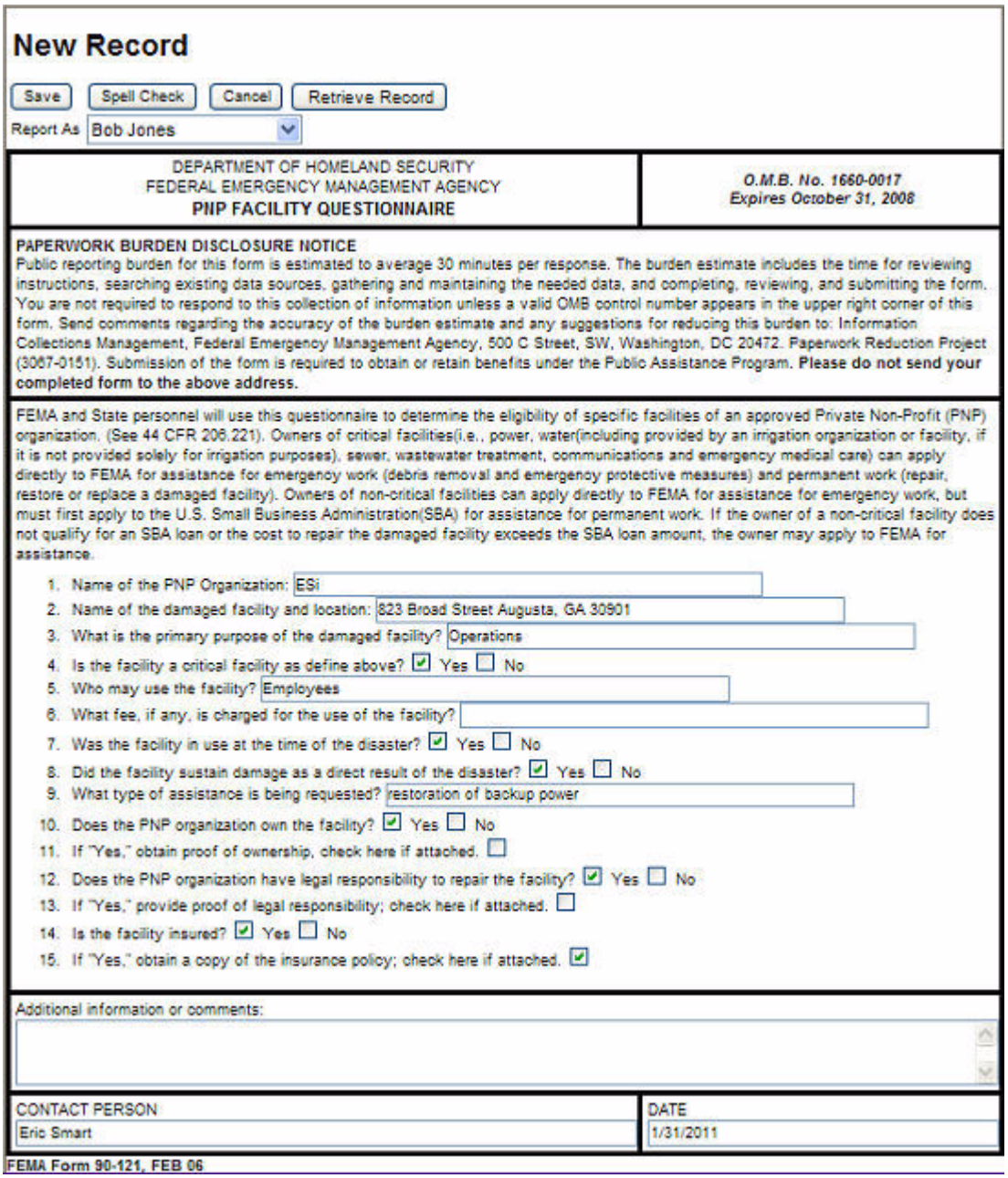
2. Select the **FEMA Forms** menu.

3. In the *Boards* list of the *FEMA forms* sub-menu, select the **board name** of the FEMA form.


WebEOC Town Square - Microsoft Internet Explorer provided by...
Boards
FEMA 90-120 Special Consideration Questions
FEMA 90-121 PNP Facility Questionnaire
FEMA 90-123 Force Account Labor Summary Record
FEMA 90-124 Materials Summary Record
FEMA 90-125 Rented Equipment Summary Record
FEMA 90-126 Contact Work Summary Record
FEMA 90-127 Force Account Equipment Summary Record
FEMA 90-129 MISSION ASSIGNMENT
FEMA 90-136 Action Request Form (ARF)
FEMA 90-49 Request For Public Assistance
FEMA 90-91 Project Worksheet
FEMA 90-91A Project Worksheet - Damage Descrip and Scope of Work Contin
FEMA 90-91B Project Worksheet - Cost Estimate Continuation Sheet
FEMA 90-91C Project Worksheet - Maps and Sketches Sheet
FEMA 90-91D Project Worksheet - Photo Sheet
Done
Internet
85%

4. In the FEMA form display view, select the **Create New Form** button.

5. Complete the **information** as applicable to the form instructions.



New Record

Save | Spell Check | Cancel | Retrieve Record

Report As: Bob Jones

DEPARTMENT OF HOMELAND SECURITY
FEDERAL EMERGENCY MANAGEMENT AGENCY
PNP FACILITY QUESTIONNAIRE

O.M.B. No. 1660-0017
Expires October 31, 2008

PAPERWORK BURDEN DISCLOSURE NOTICE
Public reporting burden for this form is estimated to average 30 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the needed data, and completing, reviewing, and submitting the form. You are not required to respond to this collection of information unless a valid OMB control number appears in the upper right corner of this form. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing this burden to: Information Collections Management, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC 20472. Paperwork Reduction Project (3067-0151). Submission of the form is required to obtain or retain benefits under the Public Assistance Program. **Please do not send your completed form to the above address.**

FEMA and State personnel will use this questionnaire to determine the eligibility of specific facilities of an approved Private Non-Profit (PNP) organization. (See 44 CFR 206.221). Owners of critical facilities(i.e., power, water(including provided by an irrigation organization or facility, if it is not provided solely for irrigation purposes), sewer, wastewater treatment, communications and emergency medical care) can apply directly to FEMA for assistance for emergency work (debris removal and emergency protective measures) and permanent work (repair, restore or replace a damaged facility). Owners of non-critical facilities can apply directly to FEMA for assistance for emergency work, but must first apply to the U.S. Small Business Administration(SBA) for assistance for permanent work. If the owner of a non-critical facility does not qualify for an SBA loan or the cost to repair the damaged facility exceeds the SBA loan amount, the owner may apply to FEMA for assistance.

1. Name of the PNP Organization: ESi
2. Name of the damaged facility and location: 823 Broad Street Augusta, GA 30901
3. What is the primary purpose of the damaged facility? Operations
4. Is the facility a critical facility as define above? ☑ Yes ☐ No
5. Who may use the facility? Employees
6. What fee, if any, is charged for the use of the facility?
7. Was the facility in use at the time of the disaster? ☑ Yes ☐ No
8. Did the facility sustain damage as a direct result of the disaster? ☑ Yes ☐ No
9. What type of assistance is being requested? restoration of backup power
10. Does the PNP organization own the facility? ☑ Yes ☐ No
11. If "Yes," obtain proof of ownership, check here if attached. ☐
12. Does the PNP organization have legal responsibility to repair the facility? ☑ Yes ☐ No
13. If "Yes," provide proof of legal responsibility; check here if attached. ☐
14. Is the facility insured? ☑ Yes ☐ No
15. If "Yes," obtain a copy of the insurance policy; check here if attached. ☑

Additional information or comments:

CONTACT PERSON	DATE
Eric Smart	1/31/2011

FEMA Form 90-121, FEB 06

6. Select the **Save** button, or select the **Cancel** button to abort the operation.

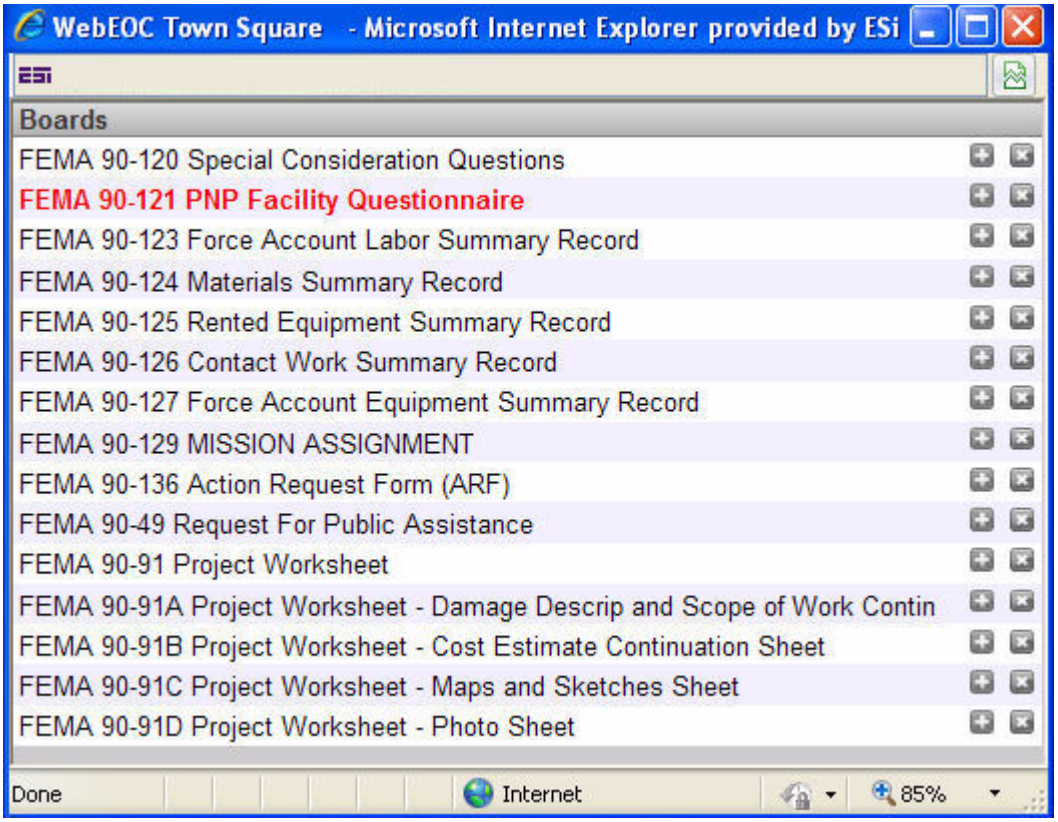
Updating a Record

To update a FEMA form record, follow the steps below.

1. On the *Control Panel*, select the **ICS/FEMA Forms** link from the *Menus* section.

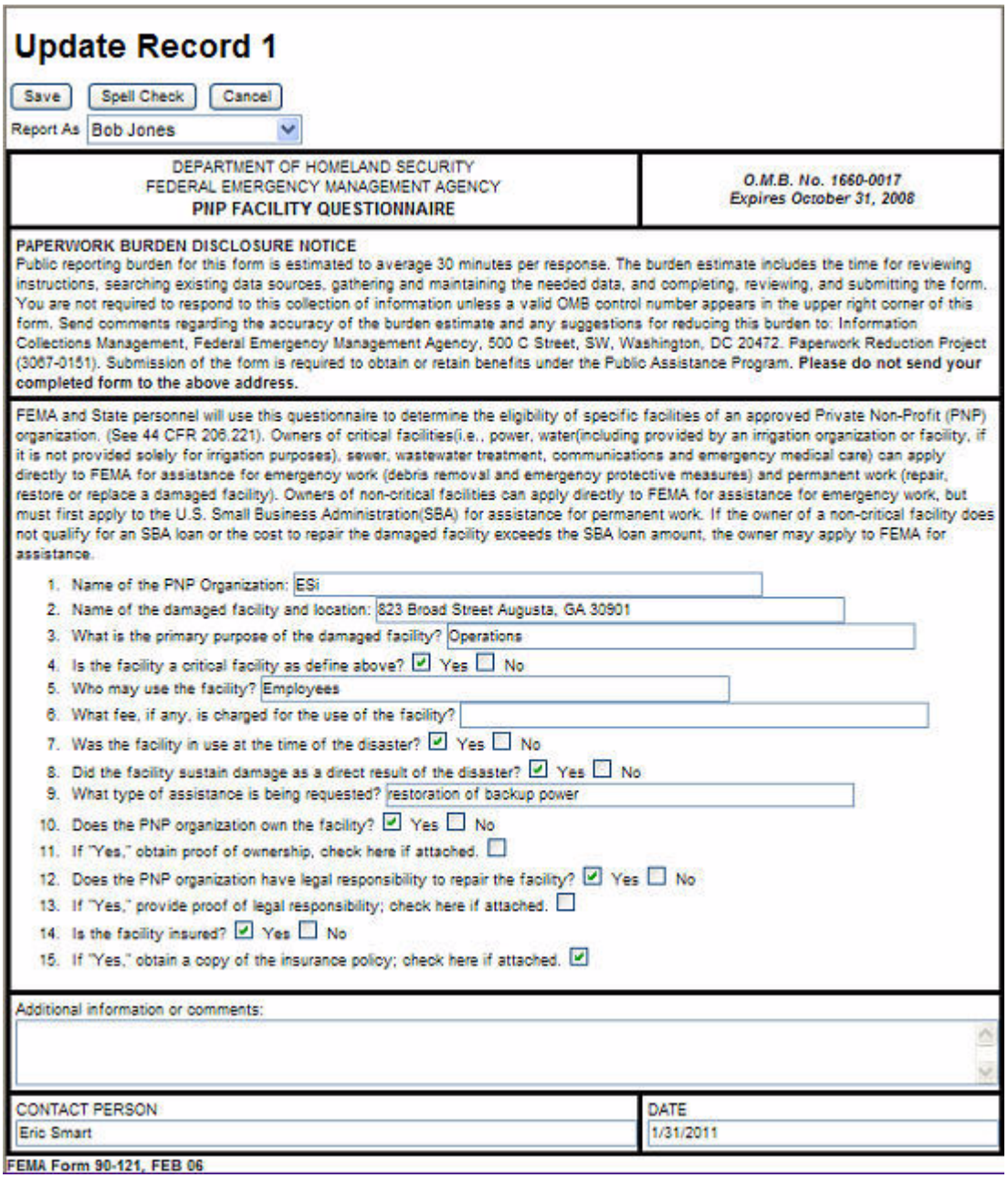
2. Select the **FEMA Forms** menu.

3. In the *Boards* list of the *FEMA forms* sub-menu, select the **board name** of the FEMA form.


WebEOC Town Square - Microsoft Internet Explorer provided by ESi
Boards
FEMA 90-120 Special Consideration Questions
FEMA 90-121 PNP Facility Questionnaire
FEMA 90-123 Force Account Labor Summary Record
FEMA 90-124 Materials Summary Record
FEMA 90-125 Rented Equipment Summary Record
FEMA 90-126 Contact Work Summary Record
FEMA 90-127 Force Account Equipment Summary Record
FEMA 90-129 MISSION ASSIGNMENT
FEMA 90-136 Action Request Form (ARF)
FEMA 90-49 Request For Public Assistance
FEMA 90-91 Project Worksheet
FEMA 90-91A Project Worksheet - Damage Descrip and Scope of Work Contin
FEMA 90-91B Project Worksheet - Cost Estimate Continuation Sheet
FEMA 90-91C Project Worksheet - Maps and Sketches Sheet
FEMA 90-91D Project Worksheet - Photo Sheet
Done
Internet
85%

4. In the FEMA form display view, select the **Update** button.

5. Update the **information** as applicable.



Update Record 1

Save | Spell Check | Cancel

Report As: Bob Jones

DEPARTMENT OF HOMELAND SECURITY
FEDERAL EMERGENCY MANAGEMENT AGENCY
PNP FACILITY QUESTIONNAIRE

O.M.B. No. 1660-0017
Expires October 31, 2008

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11. If "Yes," obtain proof of ownership, check here if attached. ☐
12. Does the PNP organization have legal responsibility to repair the facility? ☑ Yes ☐ No
13. If "Yes," provide proof of legal responsibility; check here if attached. ☐
14. Is the facility insured? ☑ Yes ☐ No
15. If "Yes," obtain a copy of the insurance policy; check here if attached. ☑

Additional information or comments:

CONTACT PERSON	DATE
Eric Smart	1/31/2011

FEMA Form 90-121, FEB 06

6. Select the **Save** button, or select the **Cancel** to abort the operations.

Printing a Record

To print a FEMA Form record, follow the steps below.

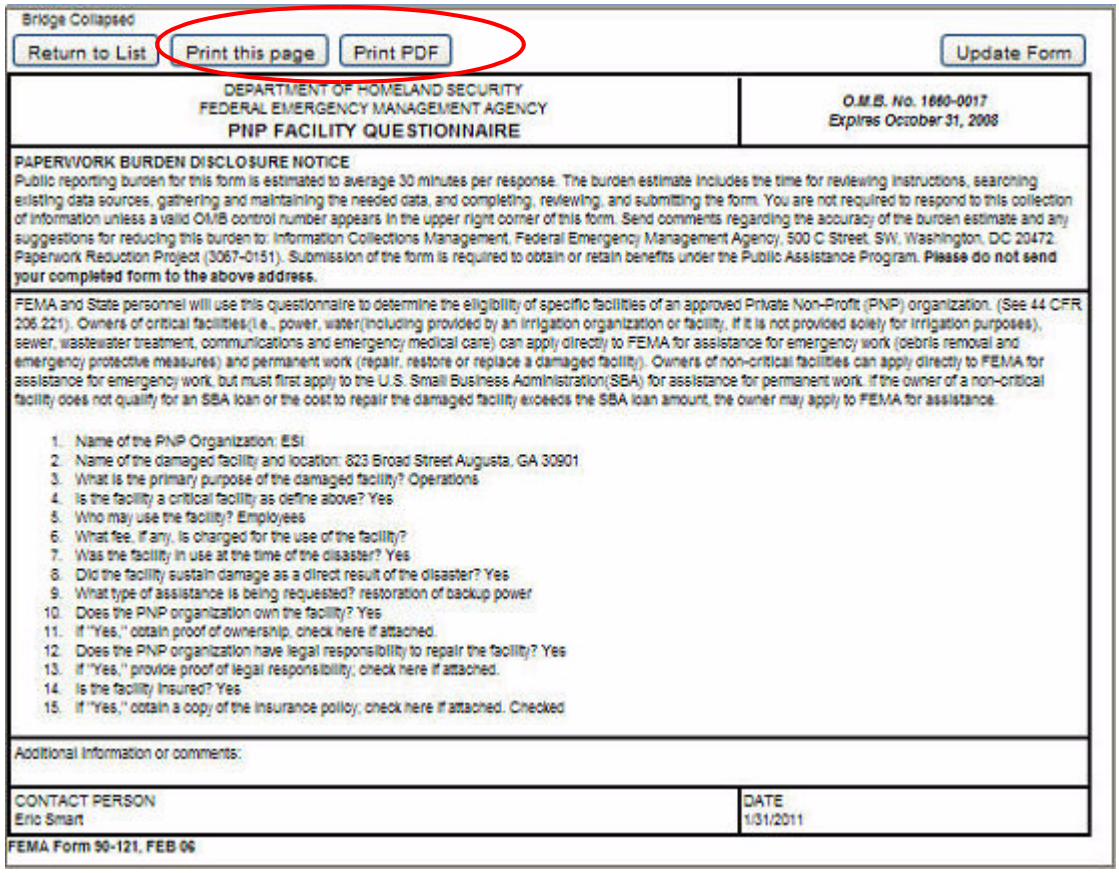
1. On the *Control Panel*, select the **ICS/FEMA Forms** link from the *Menus* section.

2. Select the **FEMA Forms** menu.

3. In the *Boards* list of the *FEMA forms* sub-menu, select the **board name** of the FEMA form.

4. In the FEMA form display view, select the **Select** button in the *Details* column of the record you want to print. The latest record will be listed at the top.

5. Select the **Print this page** or the **Print PDF** button. Selecting the *Print PDF* button will display the FEMA record as a PDF in your browser window. You can then select the print icon on the tool bar.


Bridge Collapsed
Return to List
Print this page
Print PDF
Update Form
DEPARTMENT OF HOMELAND SECURITY
FEDERAL EMERGENCY MANAGEMENT AGENCY
PNP FACILITY QUESTIONNAIRE
O.M.B. No. 1660-0017
Expires October 31, 2008
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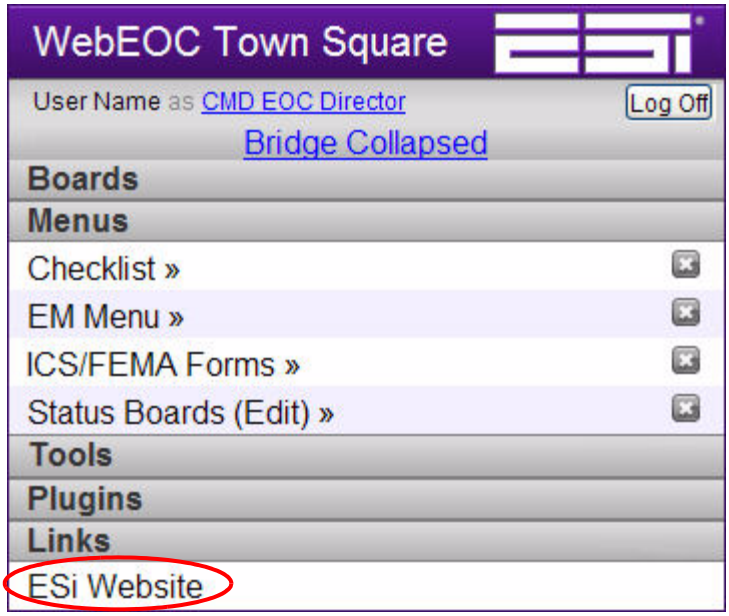
3. What is the primary purpose of the damaged facility? Operations
4. Is the facility a critical facility as define above? Yes
5. Who may use the facility? Employees
6. What fee, if any, is charged for the use of the facility?
7. Was the facility in use at the time of the disaster? Yes
8. Did the facility sustain damage as a direct result of the disaster? Yes
9. What type of assistance is being requested? restoration of backup power
10. Does the PNP organization own the facility? Yes
11. If "Yes," obtain proof of ownership, check here if attached.
12. Does the PNP organization have legal responsibility to repair the facility? Yes
13. If "Yes," provide proof of legal responsibility; check here if attached.
14. Is the facility insured? Yes
15. If "Yes," obtain a copy of the insurance policy, check here if attached. Checked
Additional information or comments:
CONTACT PERSON
Eric Smart
DATE
1/31/2011
FEMA Form 90-121, FEB 06

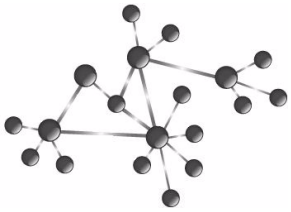
Links

External Web sites can be accessed via the *Links* section on your *Control Panel*. A limitless number of links can be added. To access *Links,* select the **link name** in *Links* section on the *Control Panel*.



The Web site will open in a new window. The links available to you are determined by your administrator.

Chapter 6: Tools



Introduction

WebEOC® *Town Square*™ provides the capability to use e-mail to communicate incident information among responders. In *Town Square*, incident information is transmitted via boards. With the *Messages* tool, you can communicate with other users via an internal messaging link unique to *Town Square*. If your organization allows it, you can send messages to any e-mail server or e-mail addressable device, such as cell phones or pagers. It also allows you to send and forward messages to e-mail accounts external to *Town Square*. All messages sent or received by you are seen regardless of the incident you are logged in to.

Messages

Composing and Sending a Message

To compose and send a message, follow the steps below.

1. Access your agency's *Town Square* site.

2. In the *WebEOC Town Square* log in window, enter your **user** name in the *User* field, and enter your **password** in the *Password* field.

   Note: The password is case sensitive.

3. Select the **OK** button.

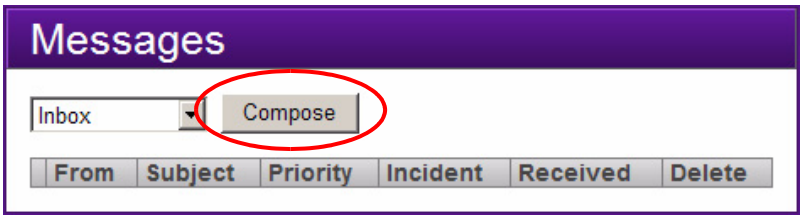
4. Select your **position** from the *Position* drop-down list, and select your **incident** from the *Incident* drop-down list.

   Note: Only those positions and incidents that your administrator has given you access to will appear in the drop-down lists.

5. Select the **OK** button to continue, or select the **Cancel** button to abort the operation.

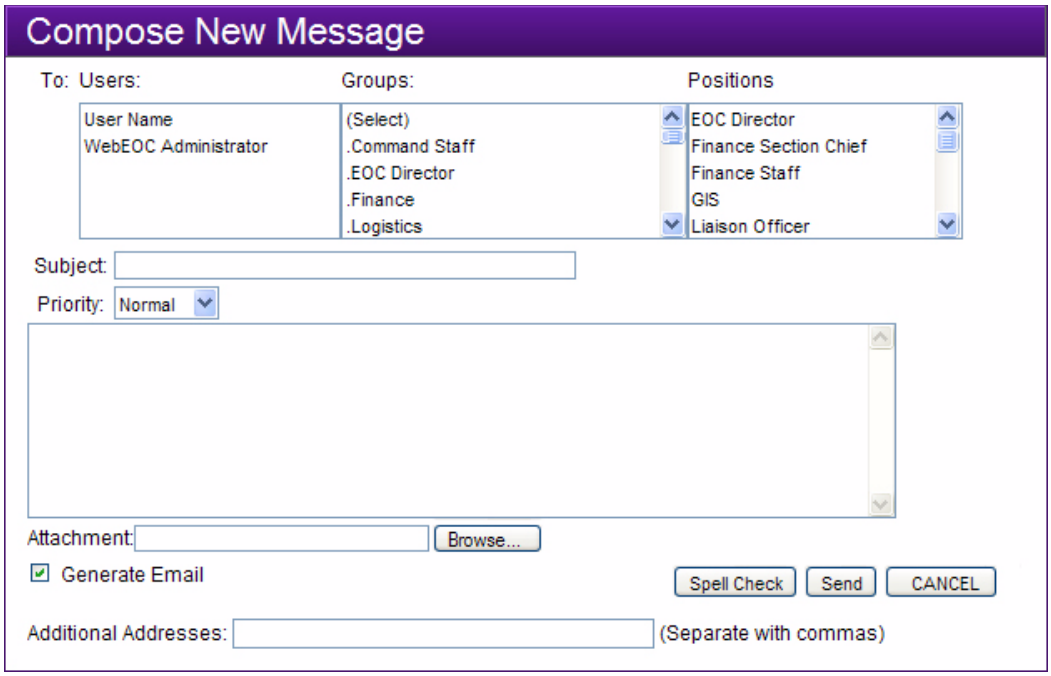
6. On the *Control Panel*, select the **Messages** link from the *Tools* section.

7. In the *Messages* window, select the **Compose** button.



8. In the *Compose New Message* window, select the **recipient** or **recipients** from the list of *Users*, *Groups,* or *Positions*.
   a. To make multiple selections, hold the **Ctrl** key and **select** each recipient. Recipients' name should be highlighted.

   b. To deselect recipients, hold the **Ctrl** key and **select** the recipient's name once. Recipient's name should not be highlighted.



9. Enter the **subject** in the subject field.

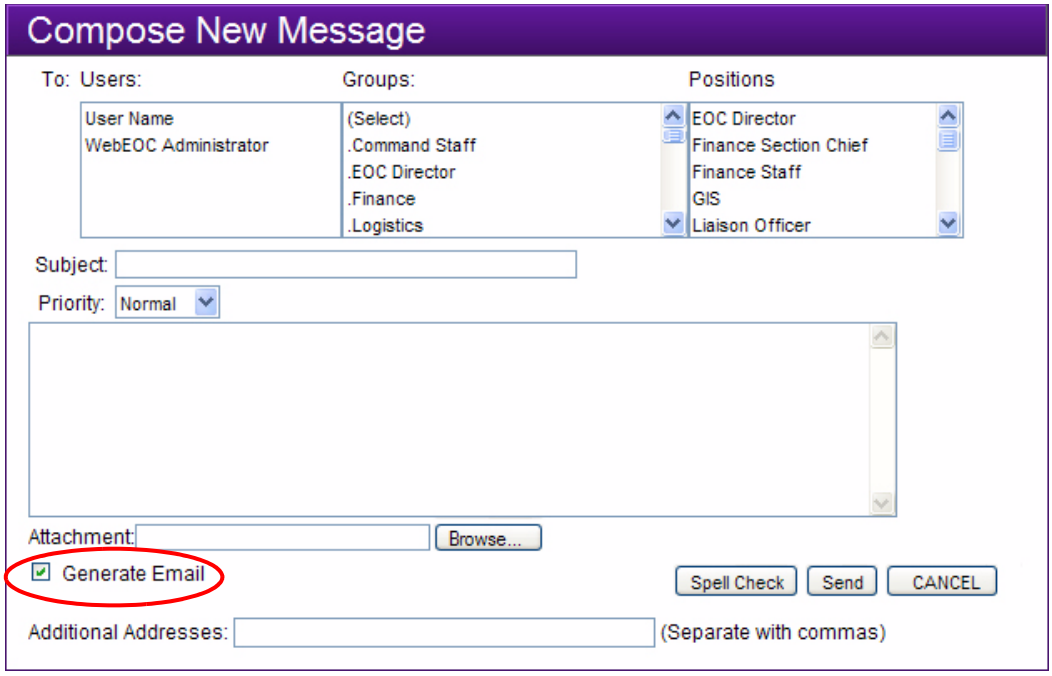
10. Select the **priority** (*High*, *Normal, or Low*) from the drop-down list. (A *High* priority will display as red, *Normal* as black, and *Low* as green.)

11. Enter your **message** in the message field.

12. Select the **Browse** button to add an attachment.

    Note: *Town Square* messaging can only support one attachment. To send more than one file, save the items to a ZIP file, and attach the compressed file to the message.

13. To send an e-mail, select the **Generate Email** checkbox. An *Additional Addresses* field will appear when the *Generate Email* checkbox is selected.



Note: The sender must have an e-mail address set up in *Town Square*. The sender does not need to enter e-mail addresses for recipients who have e-mail setup in *Town Square*.

14. For recipients who do not have e-mail addresses setup in *Town Square*, enter the **e-mail addresses** in the *Additional Addresses* field textbox. Separate each e-mail address by a comma. An unlimited number of addresses may be entered.

15. Select the **Send** button, or select the **Cancel** button to abort the operation. You will automatically return to the *Messages* window.

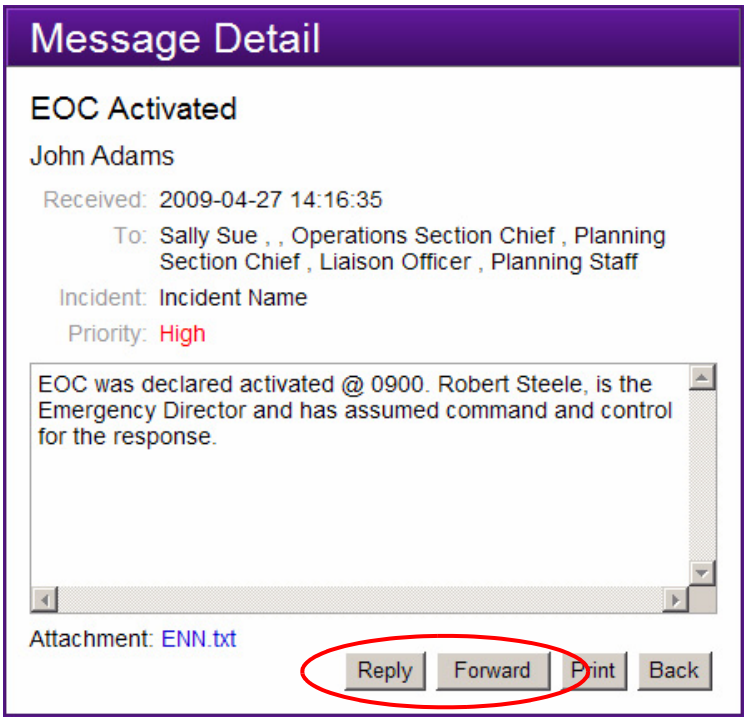
Replying to and Forwarding a Message

To reply or forward a message, follow the steps below.

1. Select **Messages** from the *Tools* section on the *Control Panel*.

2. In the *Messages* window, select the **message** you want to reply and/or forward.

3. In the *Message Detail* window, select the **Reply** or **Forward** button.


Message Detail
EOC Activated
John Adams
Received: 2009-04-27 14:16:35
To: Sally Sue , , Operations Section Chief , Planning Section Chief , Liaison Officer , Planning Staff
Incident: Incident Name
Priority: High
EOC was declared activated @ 0900. Robert Steele, is the Emergency Director and has assumed command and control for the response.
Attachment: ENN.txt
Reply
Forward
Print
Back

Note: Reply will not send the original attachment. You can, however, attach other documents in your reply message. Forward gives you an option to send the original attachment or send a different attachment.

4. In the *Compose New Message* window, select the **recipient** or **recipients** from the list of *Users*, *Groups*, or *Positions*.
   a. To make multiple selections, hold the **Ctrl** key, and select **recipients**. Recipients will be highlighted when selected.

   b. To deselect recipients, hold the **Ctrl** key, and select **recipients**. Recipients will not be highlighted.

5. Edit the *Subject* in the subject field if needed.

6. Select the **Priority** (*High*, *Normal, or Low*) from the drop-down list. (A *High* priority will display as red, *Normal* as black, and *Low* as green). The default priority for replying to or forwarding a message is *Normal*.

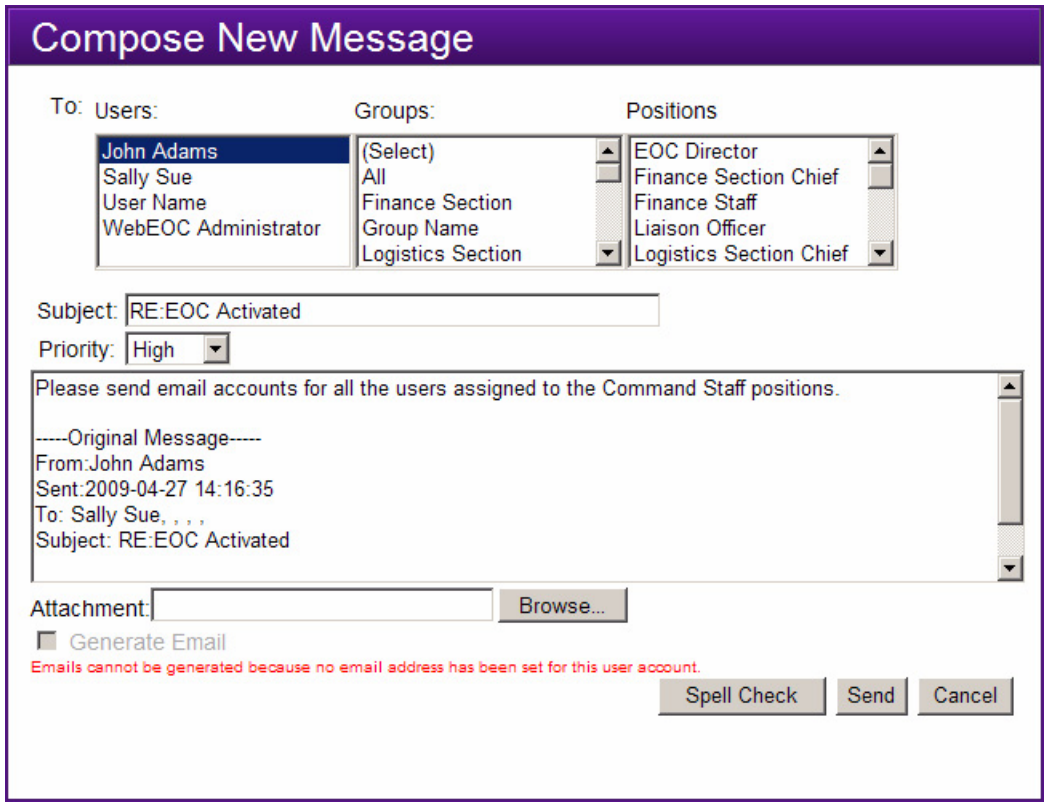
7. Enter your **message** above the original message in the *Message* textbox.

8. Select the **Browse** button to add an attachment.

   Note: Messaging in *Town Square* can only support one attachment. To send more than one file, save the items to a single ZIP file, and attach the compressed file to the message.

9. To send an e-mail, select the **Generate Email** checkbox. An e-mail will be sent only to addressees who have been set up as users in *Town Square*. An *Additional Addresses* field will appear when the *Generate Email* checkbox is selected.

Note: *Generate Email* will not be available if the user who is sending the message does not have an e-mail account setup in *Town Square* or if e-mail capability has not been configured by the *Town Square* administrator.



10. Select the **Send** button, or select the **Cancel** button to abort the operations.

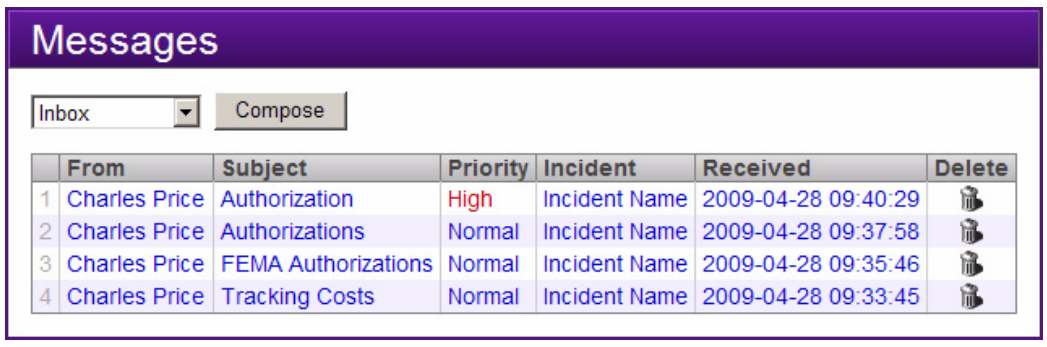
Sorting Messages

To sort messages, follow the steps below.

1. Select **Messages** from the *Tools* section on the *Control Panel*.

2. In the *Messages* window, select the **drop-down** list for *Inbox*, *Sent Items*, or *Deleted Items*.

3. Select the **column** (*From*, *Subject*, *Priority*, *Incident,* or *Received*) of the messages that you want sorted. (By default messages are sorted by latest date and time received.)



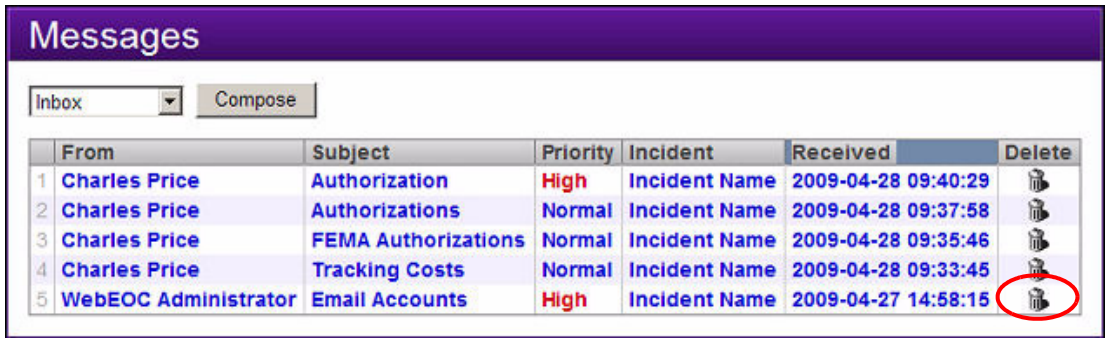
Deleting a Message

Messages cannot be deleted from the *Sent Items* or *Deleted Items* windows. Deleting a message only changes the message from your *Inbox* to your *Deleted Items* box.

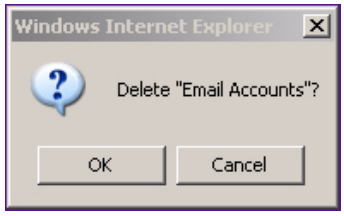
To delete a message from the *Inbox,* follow the steps below.

1. Select **Messages** from the *Tools* section on the *Control Panel.*

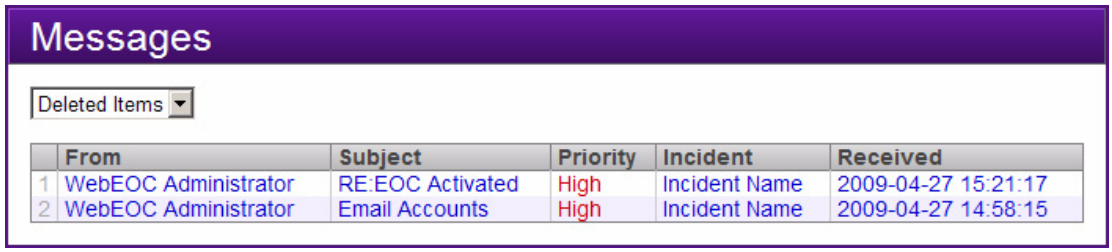
2. Select the **trash can icon** next to the message.


Messages
Inbox
Compose
From
Subject
Priority
Incident
Received
Delete
1 Charles Price Authorization High Incident Name 2009-04-28 09:40:29
2 Charles Price Authorizations Normal Incident Name 2009-04-28 09:37:58
3 Charles Price FEMA Authorizations Normal Incident Name 2009-04-28 09:35:46
4 Charles Price Tracking Costs Normal Incident Name 2009-04-28 09:33:45
5 WebEOC Administrator Email Accounts High Incident Name 2009-04-27 14:58:15

3. Select the **OK** button to move the message to the *Deleted Items*, or select the **Cancel** button to abort the operation and return to the *Inbox*.



4. You can view deleted items by selecting **Deleted Items** in the drop-down list.



Note: You can still view, reply, forward, and print any of the deleted messages.

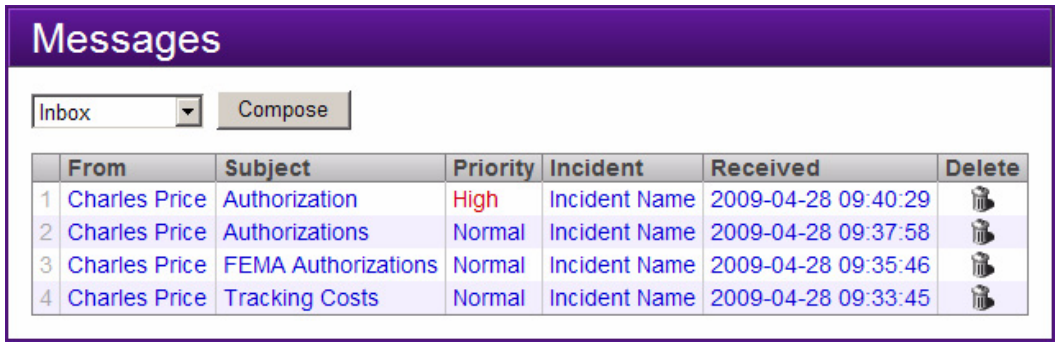
Printing a Message

To print a message, follow the steps below.

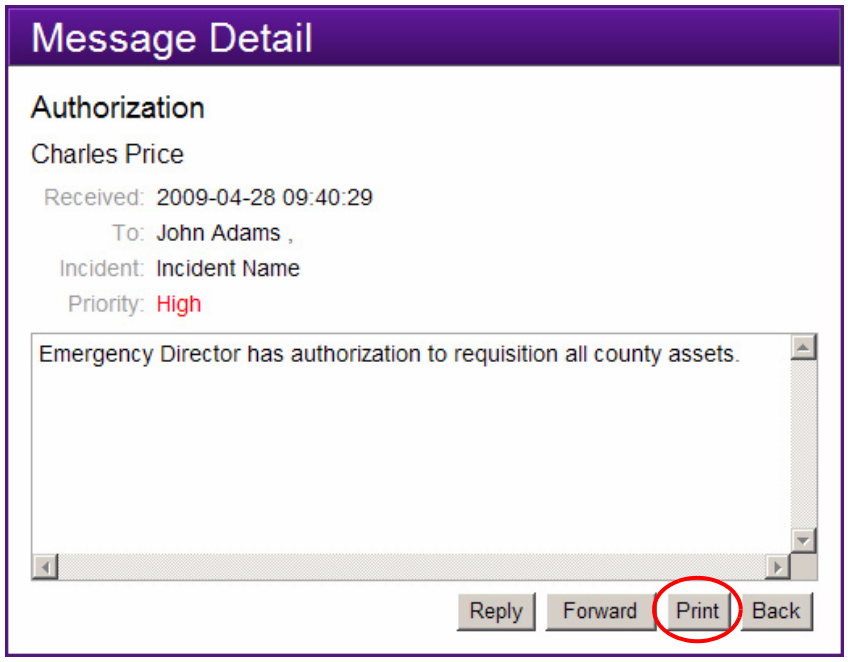
1. Select **Messages** from the *Tools* section on the *Control Panel*.

2. In the *Messages* window, select the **drop-down** list for *Inbox*, *Sent Items*, or *Deleted Items*.

3. Select the **message** that you want to print.

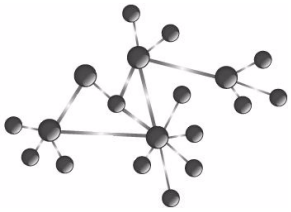


4. In the *Message Detail* window, select the **Print** button.



5. In the print window, choose the **printer** you want to use, or select the **Cancel** button to abort the operation. You will automatically return to the *Message Detail* window.

Chapter 7: Plugins



Introduction

WebEOC® *Town Square*™ has two plug-ins: *CAP* messaging, and *MapTac*™.

Town Square includes two plug-ins.

- *CAP* messaging collects and distributes all-hazard safety notifications and emergency warnings and

- *MapTac* is a briefing tool used to display a variety of graphics and images.

CAP Messaging

CAP ia an acronym for Common Alerting Protocol. The *CAP* messaging plug-in is a simple, flexible data interchange format for collecting and distributing all-hazard safety notifications and emergency warnings over information networks and public alerting systems.

CAP messages are managed similar to an e-mail client program such as Microsoft® Outlook®. *CAP* messages are stored in one of three folders: the *Inbox*, *Sent Items*, and *Trash*.

In order to send and receive *CAP* messages, your agency must be registered with the *Disaster Management Interoperability Service* (DMIS) CAP service as a *Collaborative Operations Group* (COG) and the DMIS service must be available. If you are unable to send or receive *CAP* messages, contact your *Town Square* administrator and request verification that *CAP* messaging is properly configured and that the DMIS service is running.

Accessing and Viewing CAP Messages

In order to view, send, and receive *CAP* messages, your agency must be registered with the *Disaster Management Interoperability Service* (DMIS) as a *Collaborative Operations Group* (COG) and the DMIS must be available. If the DMIS service is unavailable or the connection is unusually slow, you will receive a time-out message. If you are unable to send or receive *CAP* messages, contact your *Town Square* administrator.

To access and view *CAP* messages, follow the steps below.

1. Access your agency's WebEOC *Town Square* site.

2. In the *WebEOC Town Square* login screen, enter your **user name** in the *User* field, and enter your **password** in the *Password* field.

   Note: The password is case sensitive.

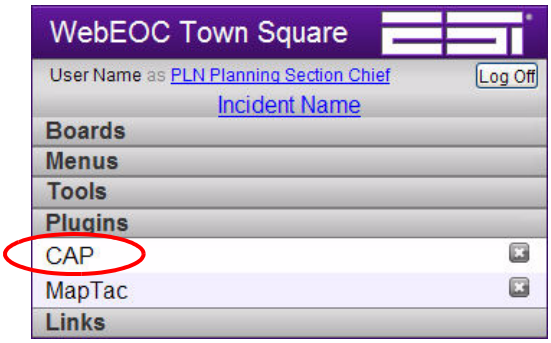
3. Select the **OK** button.

4. Select your **position** from the *Position* drop-down list, and select your **incident** from the *Incident* drop-down list.

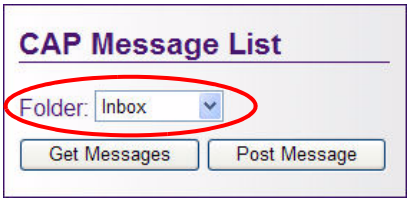
   Note: Only those positions and incidents that your administrator has given you access to will appear in the drop-down lists.

5. Select the **OK** button to continue, or select the **Cancel** button to abort the operation.

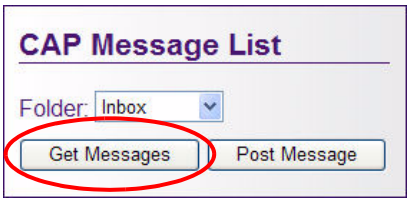
6. Select **CAP** from the *Plugins* section on the *Control Panel*.



7. In the *CAP Message List* window, select **Inbox**, **Sent Items**, or **Trash** from the *Folder* drop-down list.



8. Select the **Get Messages** button. A list of messages will appear for the folder (*Inbox, Sent Items, or Trash*) selected.



9. Select the **message** to view. The message will be displayed in the *CAP Message Detail* window.

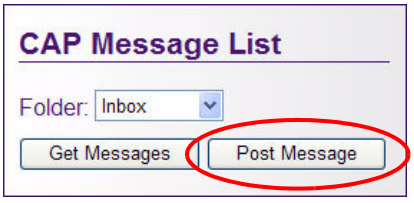
10. Select the **Return to List** button to return to the *CAP Message List*.

Sending a CAP Message

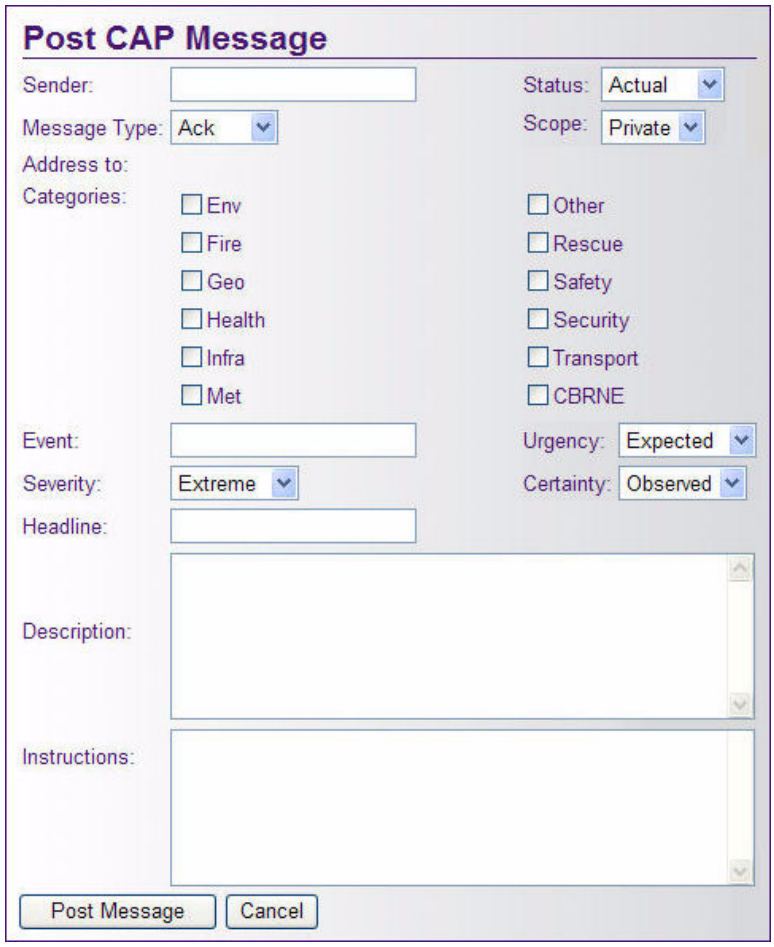
To send a *CAP* message, follow the steps below.

1. Select **CAP** from the *Plugins* section on the *Control Panel*.

2. Select the **Post Message** button.



3. In the *Post CAP Message* window, enter all the required information in accordance with the *CAP* specification documentation. For *CAP* field descriptions, go to http://www.oasis-open.org/specs/index.php#capv1.1.



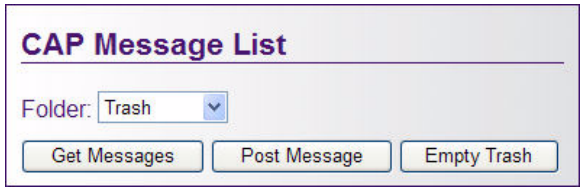
4. Select the **Post Message** button to send the message, or select the **Cancel** button to abort the operation.

Emptying the CAP Trash Folder

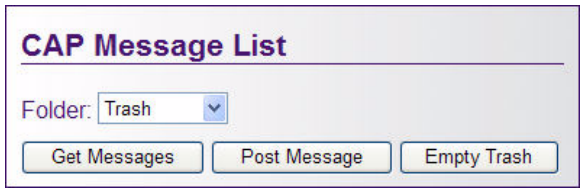
To clear *CAP* messages that have been marked for deletion, follow the steps below.

1. Select **CAP** from the *Plugins* section on the *Control Panel*.

2. Select **Trash** from the *Folder* drop-down list. A list of all *CAP* messages that this user has marked for deletion displays and the *Empty Trash* button is enabled.



3. Select the **Empty Trash** button. This will permanently remove all of the messages in the *Trash* folder.



MapTac™

MapTac™ is a briefing tool used to display a variety of graphics and images. It replaces or augments static, paper-based maps and magnetic light boards common in many EOCs. MapTac allows authorized users to access an image of a static map, dispersion model, digital photo, etc., from any map/GIS source or digital camera and, using their web browser, share the tactical scene with other users instantly.

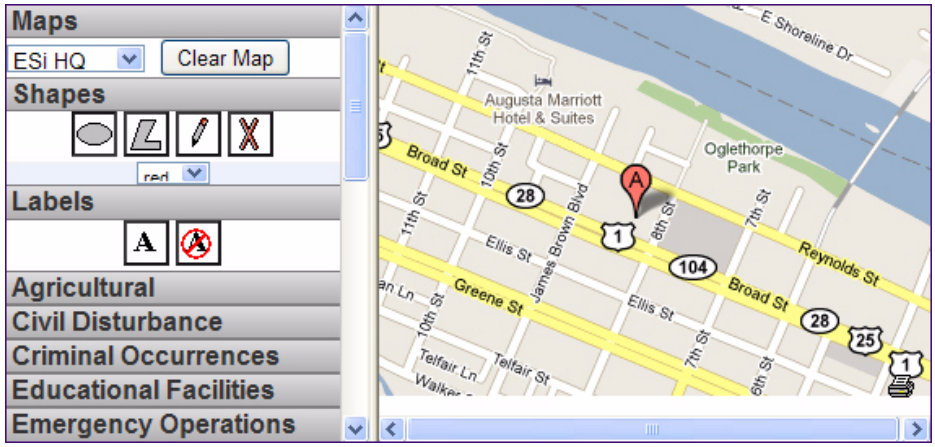
MapTac can use images from any GIS or mapping system to produce a static image file (e.g., JPEG, GIF, BMP, etc.). Existing web-based mapping resources available on the Internet can also be used to plot an address in order to create the image file that can then be saved to MapTac and annotated as necessary using the icon palette and drawing tools. MapTac also allows responders at geographically separate locations to view, and depending on user privileges, update images real-time.

Users with appropriate permissions can add markers such as push pins, fire trucks, road blocks, etc., with or without labels and draw shapes on the image. Labels can be added and edited at any time. Administrators can add a URL to an icon allowing users to access related information by selecting the icon attached to the image file in MapTac.

MapTac Components

The figure below illustrates the major components of the *MapTac* user interface. The headers in the tool pane can be expanded and collapsed by selecting the related tab. The major components are as follows.

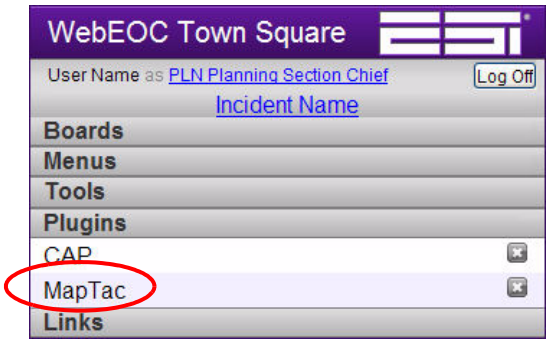
- *Maps*: This drop-down list contains all of the maps your administrator has uploaded and contains a *Clear Map* button.
- *Shapes*: This tab contains ellipses, polygon, and free-hand drawing tools; a delete button; and shape color drop-down list.
- *Labels*: This tab contains add and remove label buttons.
- Marker tabs: There are multiple marker tabs that contain categorized icons that can be added to your maps.
- Map view pane: The right of the MapTac window contains the map you are working on and a printer icon.



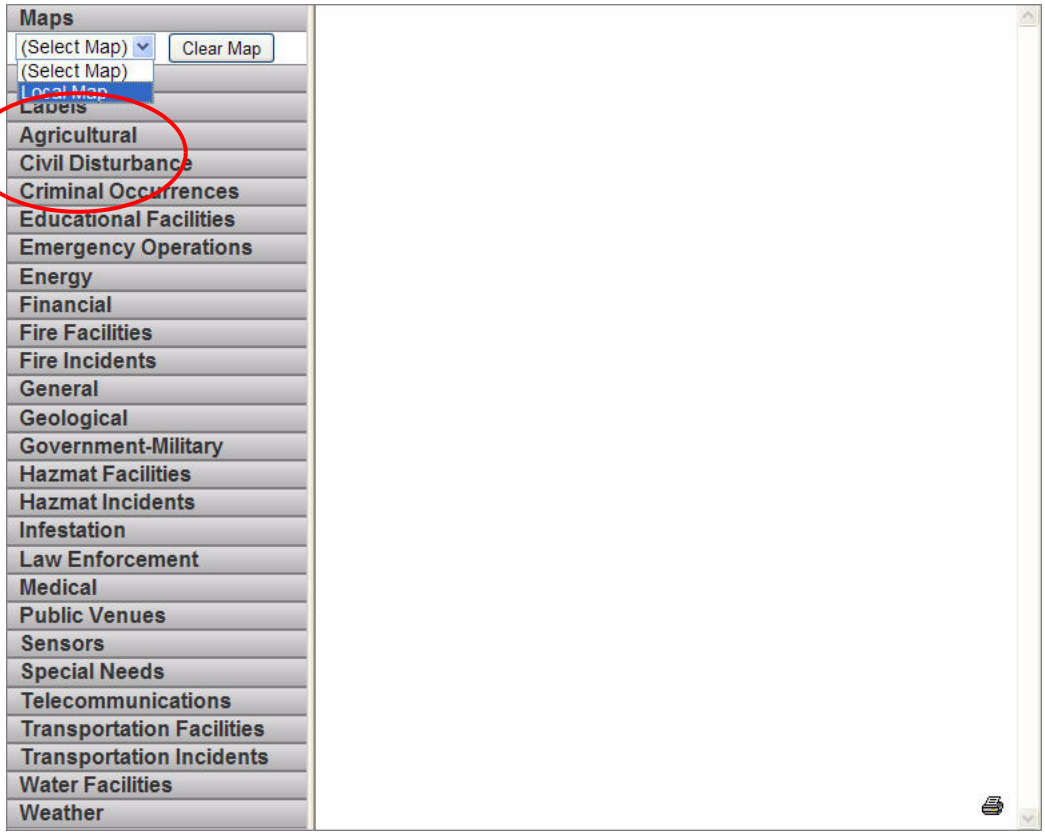
Viewing a Map

To access a map or an image for viewing, follow the steps below.

1. Select **MapTac** from the *Plugins* section on the *Control Panel*.



2. Select a **map** for display from the *Maps* drop-down list.

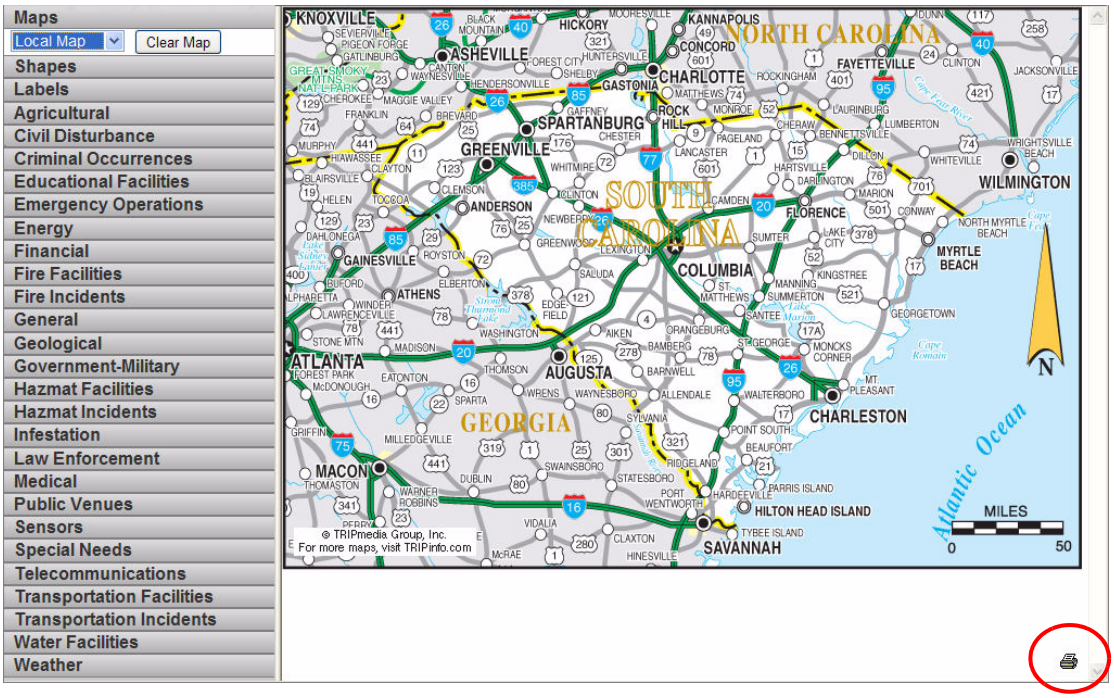


Note: The image or map will resize automatically anytime you change the size of your window. If you do not want the map or image to be resized contact your *Town Square* administrator.

Printing a Map

To print a map or an image, follow the steps below.

1. Select **MapTac** from the *Plugins* section on the *Control Panel*.
2. Select a **map** that you want to print from the *Maps* drop-down list.
3. Select the **print** icon.



Placing Markers on a Map

If you have "read-only" permission to a map, you will not be able to add markers to a map. MapTac is pre-loaded with 25 categories of DHS symbology.

To place a marker on a map, follow the steps below.

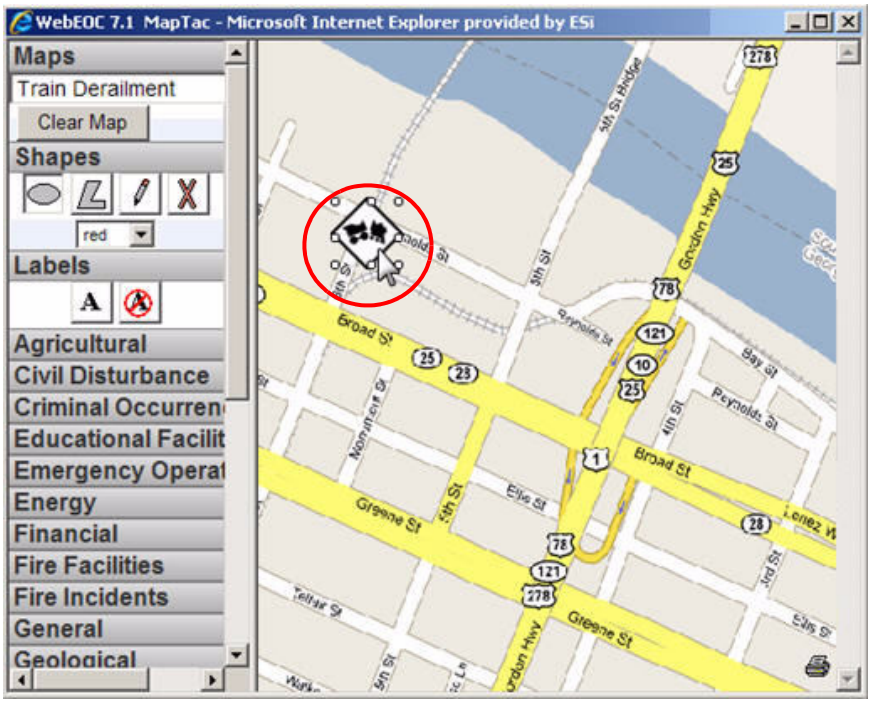
1. Select **MapTac** from the *Plugins* section on the *Control Panel*.
2. Select a **map** to display from the *Maps* drop-down list.
3. Select the desired **marker tab**. This will open the tab and show all the icons under that tab.

4. Select the **marker** that you want to place on the map. To see what the marker represents, rest your mouse on the icon and a pop-up will reveal the marker title.

5. Move your cursor on the map to the **desired location** on the map and single-click. The marker will appear on the map. You cannot drag and drop the markers to place them on the map.

Moving Markers

Select the marker, and hold the left mouse button down. Drag the marker to the new destination, and release the mouse button.



Resizing a Marker

To resize a marker, hover your cursor over the marker. Select the handle that appears around the marker, and drag the handle in until the marker is the desired size.

Deleting a Marker

To delete a marker, follow the steps below.

1. Right click on the **marker**. A delete confirmation dialog will display.

2. Select the **OK** button to delete the marker from the map, or select the **Cancel** button to abort the operation.

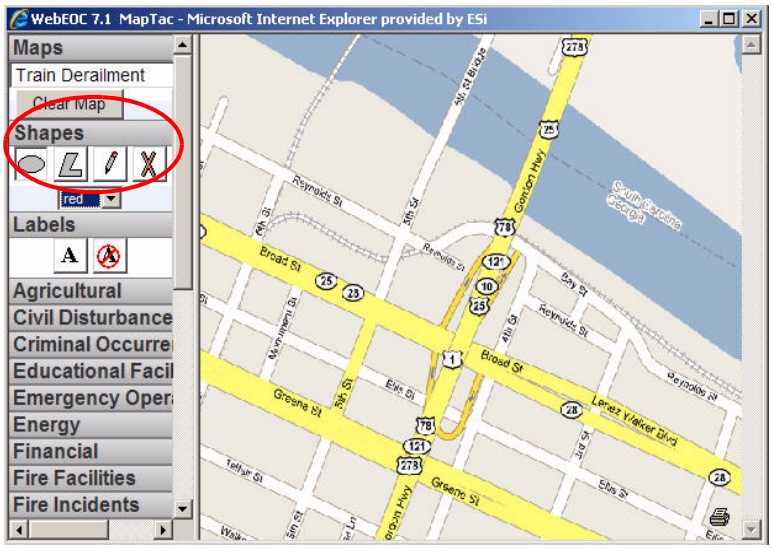
Drawing and Placing Shapes on a Map

Shapes are useful to highlight specific locations or areas on a map. This tool is particularly useful to show areas that have been affected by an incident. A user can draw, resize and place either an ellipse, polygon or a line anywhere on a map. Shapes can be highlighted with one of the three transparent colors red, green or blue.

Users that have "read-only" permissions will not be able to add shapes to a map.

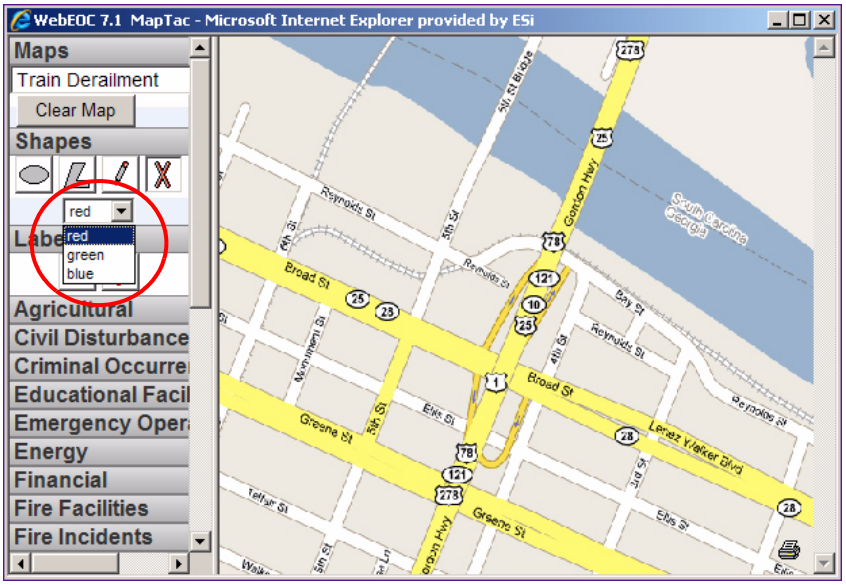
To draw and place a shape on a map, follow the steps below.

1. Select the **Shapes** tab to display the shape palette.



2. Select the desired **shape** button from the shape palette.

3. Select the **color** from the drop-down list.

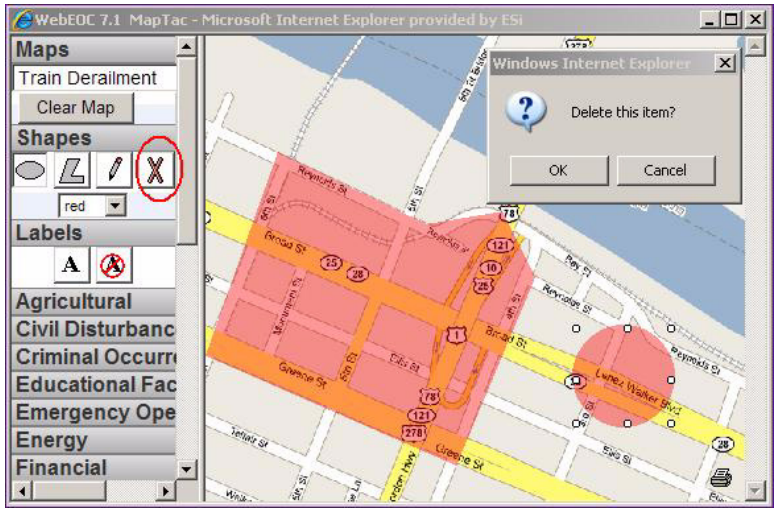


Deleting a Shape

To delete a shape, follow the steps below.

1. Right click the **shape**. A delete confirmation dialog will appear.

2. Select the **OK** button to delete the shape from the map, or select the **Cancel** button to abort the operation.



Note: You can also select the **delete** icon in the *Shapes* palette, and select the shape you want to delete.

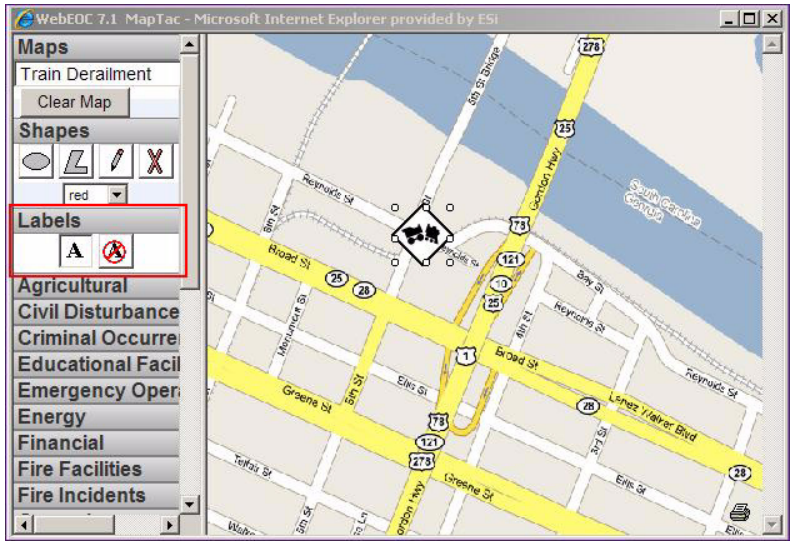
Adding a Label to a Marker

Labels can be added to any of the available markers. However, labels cannot be added to shapes.

Users with "read-only" permissions will not be able to add labels to a map.

To add a label to a marker, follow the steps below.

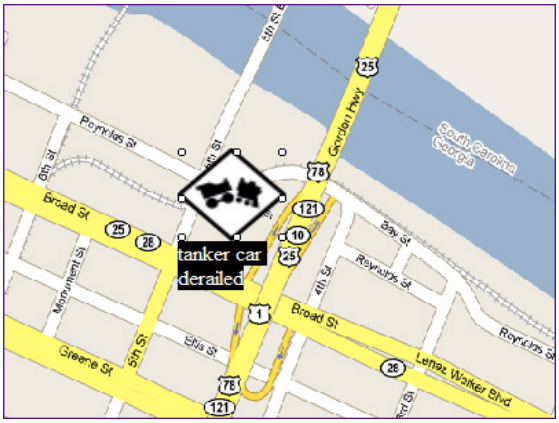
1. Select the **Labels** tab to display the label palette.



2. Select the **Set Label** button to add a label.

3. Select the **marker** to be labeled. The *Label Text* field will appear.

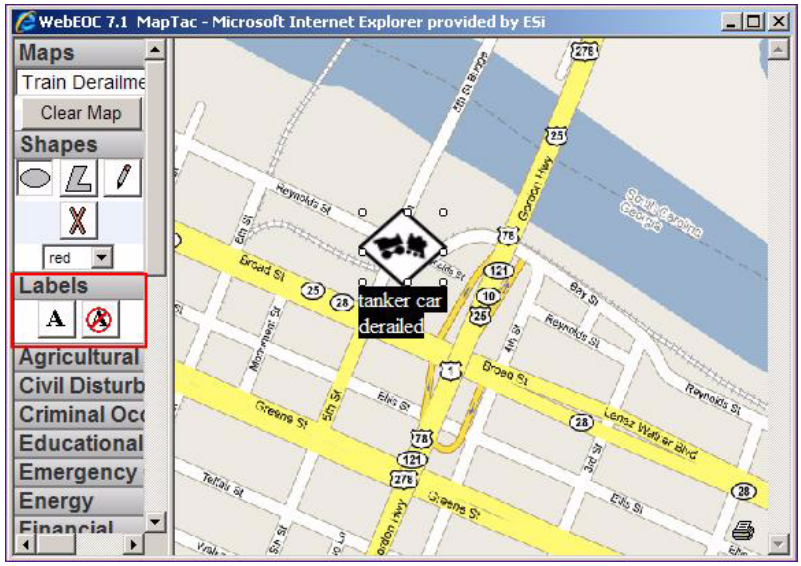
4. Enter the **text** for the label, and select the **OK** button. The label will appear under the marker.



Clearing a Label on a Marker

To clear a label on a marker, follow the steps below.

1. Select the **Labels** tab to display the label palette.

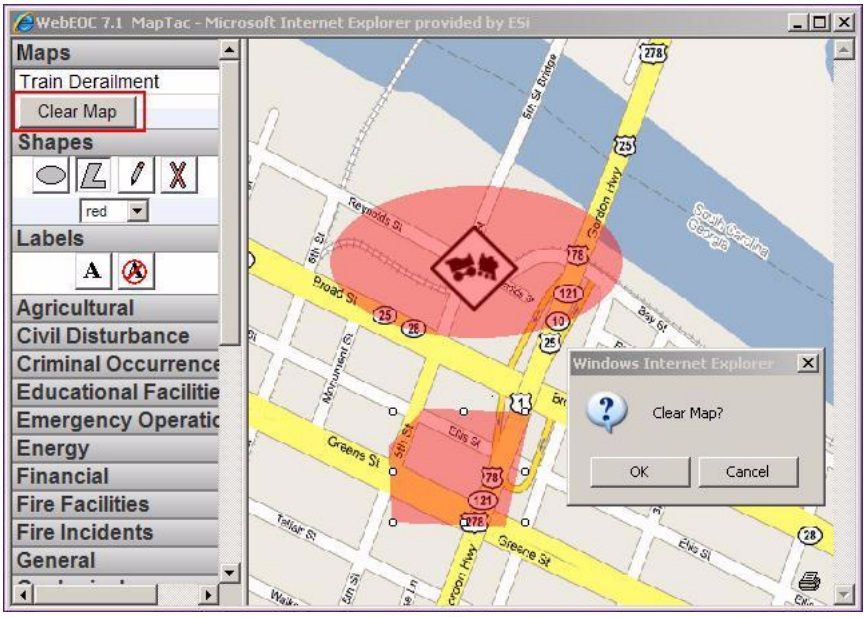


2. Select the **Clear Label** button.

3. Select the **marker** that you want to remove the label.

Clearing All Items from a Map

To clear all shapes, markers, and labels from a map, select the **Clear Map** button.



A confirmation window will appear. Select the **OK** button to clear all shapes, markers, and labels from the map. Select the **Cancel** button to abort the operation and return to the map.